

Ok2Pay FAQ for Customers

JUNE 2026 | OK2PAY FACTSHEET



Why am I being asked to verify my details?

When banks process payments, they do not automatically check that the account name matches the BSB and account number. This can make it easier for cybercriminals to redirect payments by providing fraudulent bank details.

A common scam involves criminals sending fake emails to customers that look like they're from a trusted supplier. These emails might claim your bank details have changed or include a genuine-looking invoice — but with someone else's bank account details. Without a secure way to check, payments meant for you could be accidentally sent to the wrong account.

To protect against this, Scenic Rim Regional Council is introducing OK2Pay — a secure supplier verification system that confirms bank account details belong to the correct supplier. This protects both Council and your business from payment redirection fraud.

We may request OK2Pay to contact you directly for verification in order for Council to safely make payments to your registered bank account.

Is there any cost to me to be verified?

No – There is absolutely no cost to you. OK2Pay is a secure platform used by Council to verify supplier details, and you will not be charged for participating.

Why did I receive an email from OK2Pay?

Council has authorised OK2Pay to verify supplier details on its behalf. This is a routine security step and not related to a specific invoice or payment request.

The OK2Pay message will guide you through a simple process to confirm your bank and business details. You are not being asked to provide these from scratch – instead, you're being asked to review and confirm information that OK2Pay has already securely received from Council.

If you're unsure or would like peace of mind, you're welcome to contact Council's Accounts Payable team on 07 5540 5111.

Is this a scam? It feels unusual.

We understand this process may be unfamiliar, especially if you haven't used a verification system before. However, the message from OK2Pay is legitimate and part of Council's secure supplier onboarding process. The email address is noreply@prod.ok2pay.co, and weblink <https://app.ok2pay.co/portal>.

OK2Pay will never ask you to provide passwords or login credentials. You'll only be asked to confirm existing details — not to supply confidential information from scratch.

As a reminder:

- Always check the email address and website links.

- When in doubt, contact Council's Accounts Payable team before proceeding.

I've already been verified through EFTsure or another organisation — do I have to do this again?

Yes – even if you've previously been verified by EFTsure or another entity, Council is now using OK2Pay as its trusted verification system. As this is a different platform, Council has reverified your data within OK2Pay as part of the implementation process.

Once verified, your data is securely stored for Council's use only on the OK2Pay platform.

If you continue to work with Council or need to update your details in the future, OK2Pay will help manage that securely and efficiently without needing to start from scratch again.

What if I need help or have questions?

If you are unsure about anything, please contact Council's Accounts Payable team on 07 5540 5111.

We're here to support you and ensure this process is as easy and safe as possible.

If your query is related to the OK2Pay process, please contact: OK2Pay by Satori on 02 9667 3866 or 1800 728 674 or email OK2PaySupport@satorigrp.com