

Examples of official emails if your bank details are updated

As part of the update of your **bank details** by filling in the registration questionnaire, you may be contacted by phone or e-mail either by our partner **Trustpair** or by our internal service **ENGIE GBS**.

These exchanges are in no way phishing attempts, provided that they correspond to the examples described below.

Indeed, **Trustpair** is our partner for **verifying bank details** to **secure payments** and **avoid fraud**. After submitting the **registration questionnaire on SAP Business Network (Ariba Network)**, your bank details must be validated before any payment.

**HERE ARE THE EXAMPLES OF OFFICIAL
EMAILS YOU MAY RECEIVE**



Sample email from Trustpair

Information on the validation of your account for your client Engie

4 messages

Trustpair <portal@trustpair.com>

Reply-To: portal@trustpair.com

To:

Cc:

1/3



Dear Sir/Madam,

We are contacting you on behalf of Engie, in copy of this email, which has commissioned Trustpair to secure their payments to third parties.

Trustpair assists more than 300 clients in securing their payments, preventing bank transfer fraud.

Validating your information with Trustpair will allow you to receive your payments faster and ensure that the funds arrive in the correct account.

How does Trustpair control account ownership information?

Once initiated by your client, the verification process lasts at most 7 days and consists of 2 main steps:

2/3

How does Trustpair check account ownership information?

Once initiated by your client, the verification process lasts a maximum of 7 days and consists of 2 main steps:

- **Step 1** : Independent collection of a reliable phone number associated with
- **Step 2** : Counter-call campaigns conducted by Trustpair agents to reach the relevant point of contact in your company and validate bank account ownership via a secure procedure (see below).

Our security protocols prevent us from using information submitted by email to avoid any compromise of mailboxes. Therefore, **it is not necessary to provide a phone number.**

What will happen during the call?

During the call, our agents will:

- Present the purpose of the call and the client who mandated us
- State the name of the bank and the first characters of the bank account to be verified.
- Ask the point of contact to confirm the last 4 to 6 characters of the bank account.

A call generally lasts only a few minutes.

Be assured that your information remains confidential throughout the process. **We will never ask you to share sensitive data** such as identifiers or passwords, and we will never ask for the full number of your bank account, because we only provide the first half.

Sample email from Trustpair

3/4

What will happen if I do not wish to confirm my bank account?

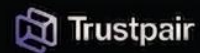
If you have any doubts, please contact Engie to verify the legitimacy of our request.

If you still do not wish to validate account ownership after this verification, we will inform Engie.

We thank you in advance for your cooperation.

The Trustpair Team

Do you have any questions about this procedure? Do not hesitate to reply to this email to be put in contact with a Trustpair agent.



Take Action Against Vendor Fraud.

Trustpair, 174 quai de Jemmapes, 75010 Paris

SIREN 832 949 670

© 2024 Trustpair



[Privacy Policy](#)

Sample email from Trustpair

4/4

From: Verifications Trustpair <portal@trustpair.com>

Date: 14 February 2025 at 14:46:10 UTC+1

[oo.fr](#)>

Subject: Re: Information on your account validation for your client Engie

Hello,

Thank you for your message.

Unfortunately we were unable to perform the counter-calls, because we did not manage to collect a reliable telephone number for your company. As a reminder, we cannot use numbers transmitted by email to avoid any risk of mailbox hacking.

Consequently, the verification procedure has been closed by Trustpair, and your client has been invited to continue the steps on their side.

Best regards,
The Trustpair team



174, quai de Jemmapes, 75010 Paris

 [in](#)  [X](#)

Hello,

As part of our campaign to verify the bank details of our partners, we have not been able to validate the conformity of your IBAN.

The data we have is as follows:

- Your company's bank details are registered with [BANK NAME]
- The last 3 digits of your IBAN are: [###]

Could you please send us a letter from your bank signed and dated 2025 which confirms ownership of the account as well as your bank details (RIB)?

For your information, a bank certificate is a document signed by the bank which certifies the existence of an active bank account in their establishment.

Sincerely,

ENGIE GBS

[engie.com](https://www.engie.com)

1, place Samuel de Champlain
Faubourg de l'Arche
92930 Paris La Défense

To support you better, a **supplier information portal** has been set up. You will find all the necessary information to benefit from all the advantages of the platform **SAP BUSINESS NETWORK (Ariba Network)** and send your invoices.