

Payment Verification Protocol

Protecting [Company name] against invoice fraud, CEO fraud and deepfakes.

Why we have this

Criminals impersonate executives, suppliers and colleagues by email, phone and video, and AI now lets them clone voices and faces. In 2024, an employee at the engineering firm Arup transferred about \$25 million after a video call in which the “CFO” and other colleagues were all deepfakes. At [Company name], payments never depend on recognising a face, a voice or an email address.

The five rules

#	Rule	What it means
01	Call back on a known number	New payees and changed bank details are confirmed by phone, using a number from our own records . Never use contact details from the request itself.
02	Two people approve	Payments above [€ amount], and the first payment to any new payee, need two authorised approvers, one of whom didn't receive the request.
03	Code word for executives	Payment requests from an executive outside the normal process must include the agreed phrase, changed [every quarter]. No phrase, no payment.
04	Cooling-off period	Changed bank details take effect only after [24 hours] and a successful call-back.
05	No exceptions	Not for urgency, seniority or “the CEO said so”. Especially then . Nobody will be criticised for following it.

If something feels wrong

1. **Stop**. Don't pay, reply or click anything more.
2. **Verify** on a separate channel: a known number, or in person.
3. **Report** it to [security contact] and [finance lead], even if it's genuine.
4. **Already paid?** Call the bank on [bank fraud line] to try to recall the transfer. Minutes matter.

Approved by [Name, role] _____ Date _____

Review: [every 12 months, or after any incident]

• UNVERIFIED



> trust = 0; verify --all

Red flags: stop and verify

- **Urgent**: “needs to go out today”
- **Confidential**: “don't mention this yet”
- **Unusual**: new payee, country or amount
- Asks you to **bypass** the normal process
- Sender is **travelling or unreachable**
- Comes from a **new number or account**
- A video caller who **avoids questions** or ends the call fast
- Bank details changed **by email**

How to use this template

Replace the [highlighted] fields, agree it with management and finance, and brief everyone who can request, approve or make payments. Need the editable Word version? Email info@alphatechs.al. General guidance, not legal or financial advice.

Why Alphatechs

24/7 security operations with a 30-minute response, penetration testing, and Sphere TI, our own threat intelligence platform.

Take the Next Step

Want a second pair of eyes on your payment process? Free 30-minute call: alphatechs.al/contact