Fake invoice or unexpected change of IBAN · What if the process gets stuck?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

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Applicability: According to the profile and circumstances of the described case.

If the payment has already been sent, contact your bank and the relevant authorities immediately.

When a plan meets an obstacle

To change your account, contact the supplier on the already known number or through another confirmed channel.

Save the request, the time of the independent verification and the payment approval.

Working example · Fake invoice or unexpected change of IBAN

Compare the request with the contract, the previous invoice and the recipient's true identity.

Specific next steps

1. To change your account, contact the supplier on the already known number or through another confirmed channel.
2. Save the request, the time of the independent verification and the payment approval.
3. For new recipients, introduce a second-party verification before transferring funds.

Limits of application

When personal data covered by the GDPR is processed.

Sources

EUR-Lex · General Data Protection Regulation (EU) 2016/679

https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32016R0679

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-digital-racun-sumnjiv-problem