

Classify. Contact. Escalate.

Complete the blank contacts during onboarding and keep this card beside the phone.

S1

FRAUD IN PROGRESS / MONEY MOVING

Example: Failed verification on a payment change. Compliance officer first. Then bank, ReportCyber, and SMR assessment.

S2

CAN'T VERIFY / TRANSACTION PENDING

Example: Vericode down mid-settlement. Use Playbook A fallback. Contact Vericode support if unclear.

S3

PRODUCT PROBLEM / NO LIVE RISK

Example: Extension broken for one user. Office admin first. Then support@vericode.com.au.

S4

QUESTION / BILLING

Example: Invoice query. Email support@vericode.com.au.

YOUR FIRM'S CONTACTS

COMPLIANCE OFFICER

OFFICE ADMIN

BANK FRAUD TEAM

PI / CYBER INSURER

SUPPORT TARGETS

Check status.vericode.com.au first. Support replies within one Australian business day; S1/S2 receive same-day attention during AEST/AEDT business hours. Security concerns: security@vericode.com.au.

Live fraud: contact the bank and external reporting channels immediately. Do not wait for Vericode support.