Self Managed Direct Payments – using Zempler
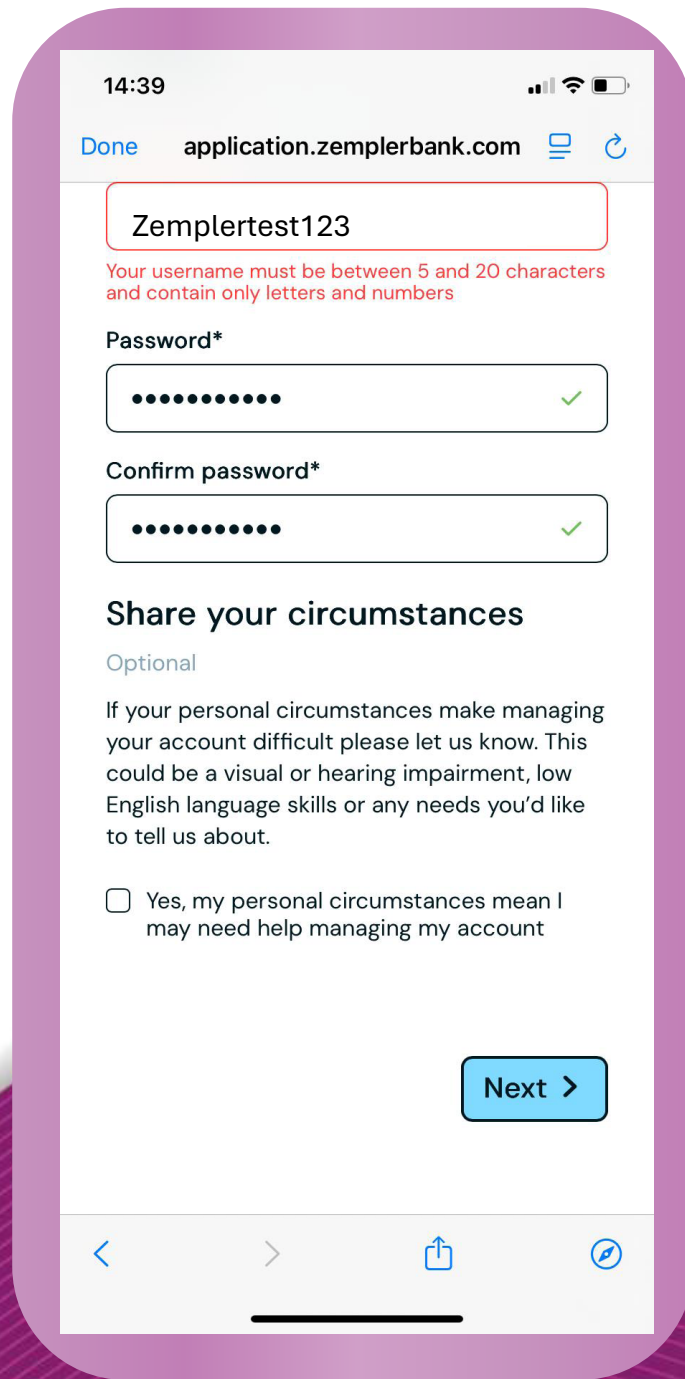
Set up

Download the Zempler app or access via the website (see next page for links)

Create a login, you may need your application reference which we will provide to you
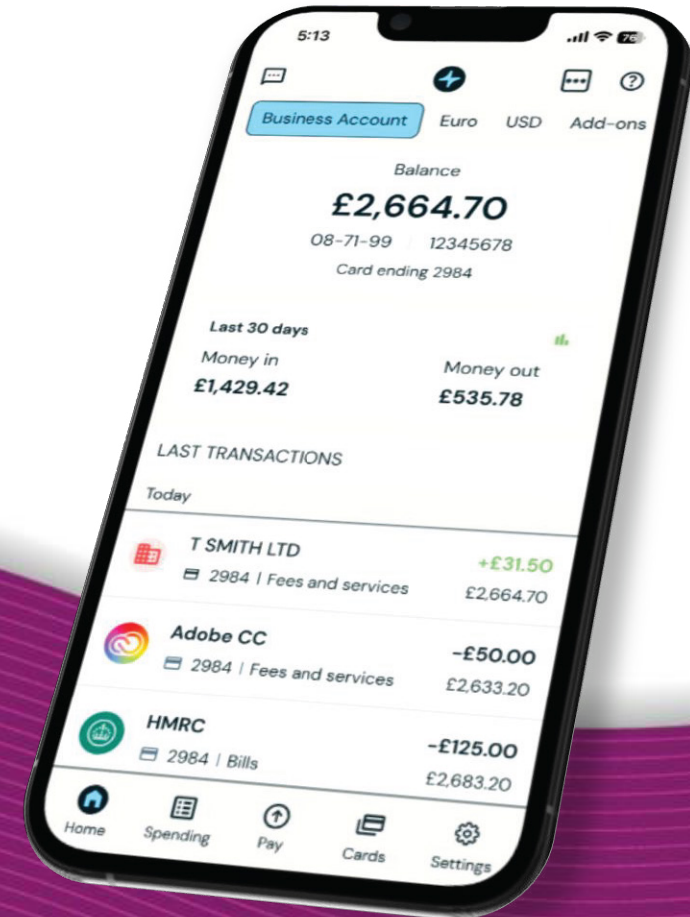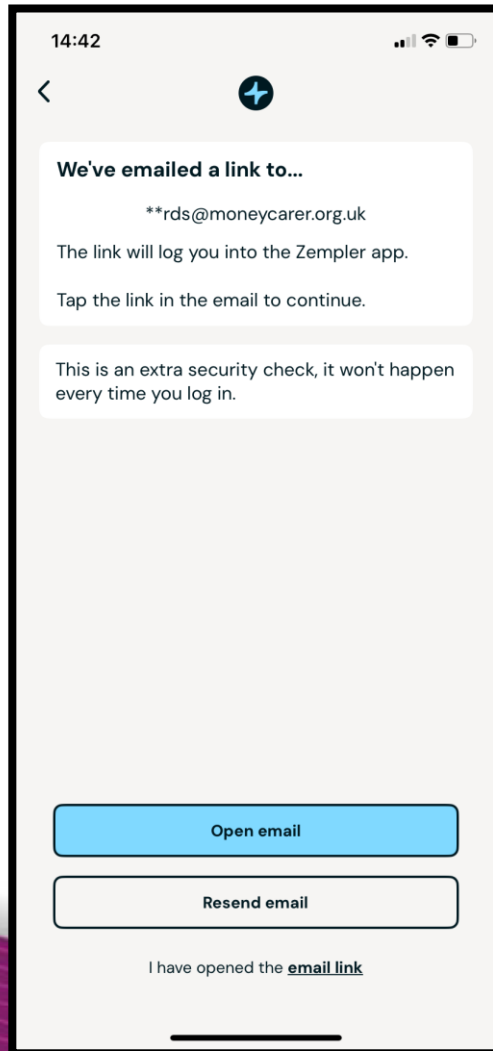
Zempler Access

You can access your Zempler account via:

Business Banking for MicroBusinesses | Zempler Bank

Android App download– Zempler Bank - mobile banking – Apps on Google Play
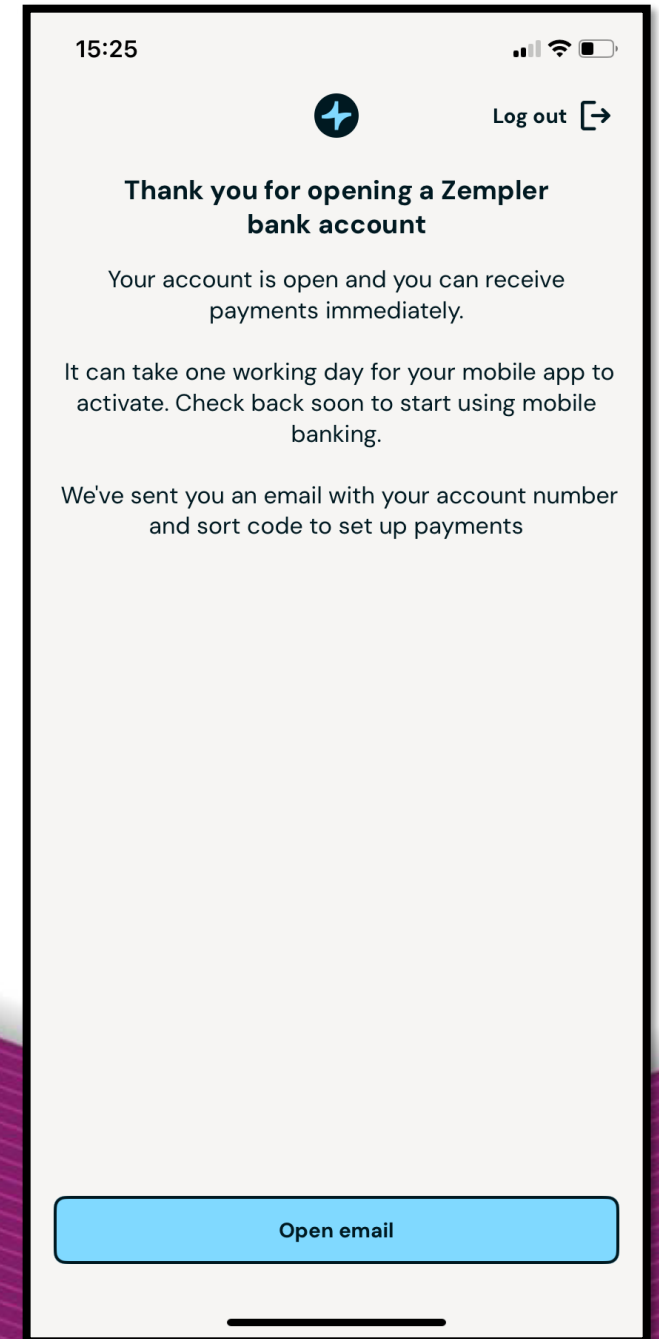
Apple App download – Zempler Bank on the App Store

Account Verification

14:42

‹

We've emailed a link to...

**rds@moneycarer.org.uk

The link will log you into the Zempler app.

Tap the link in the email to continue.

This is an extra security check, it won't happen every time you log in.

Open email
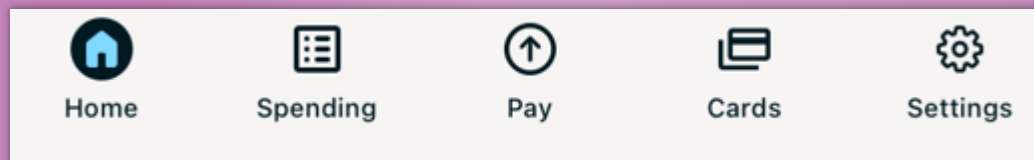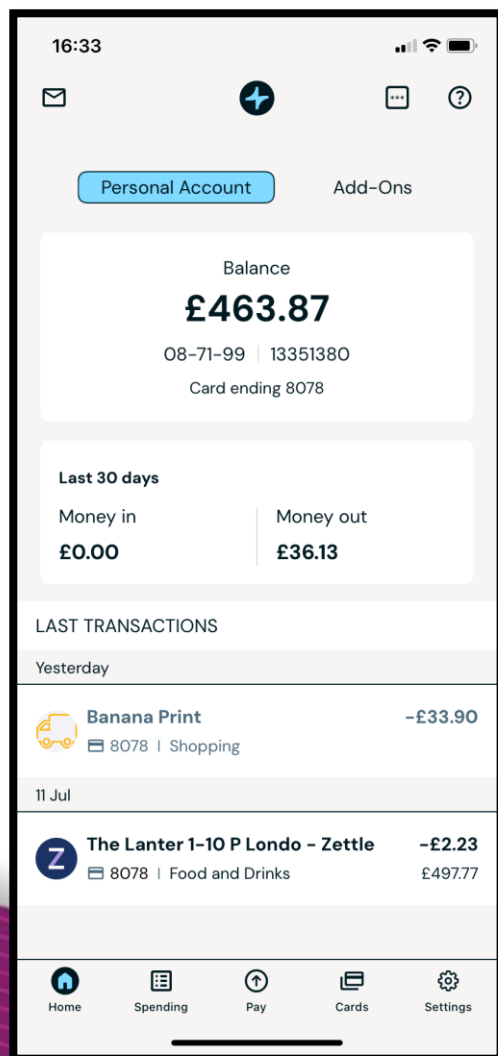
Resend email

I have opened the **email link**

Verification will be sent to the email or phone number linked to your account when we set this up.

Once you've received the verification link you may need to wait 24 hours before you can access your account.

Once access is granted you will be able to view transactions and make payments online or in the app.

15:25

Log out

Thank you for opening a Zempler bank account

Your account is open and you can receive payments immediately.

It can take one working day for your mobile app to activate. Check back soon to start using mobile banking.

We've sent you an email with your account number and sort code to set up payments

Open email

Using the app

You can easily navigate your way through the app using the icons above.

Spending – view your transactions Pay – make payments for invoices or to your PA Settings – update your account information

Making Payments

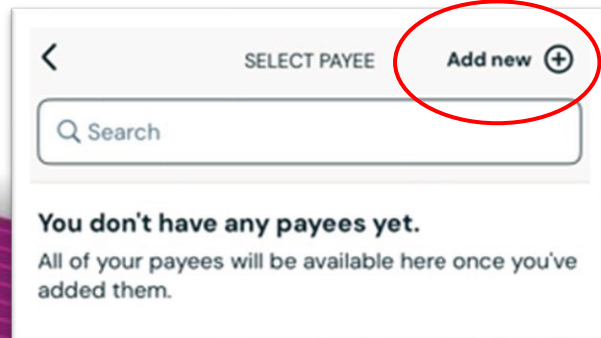Making payments via the Zempler app or website is easy!

You will initially need to set up the person or business you're paying as a payee but once set up the details will be stored so you can quickly make future payments.
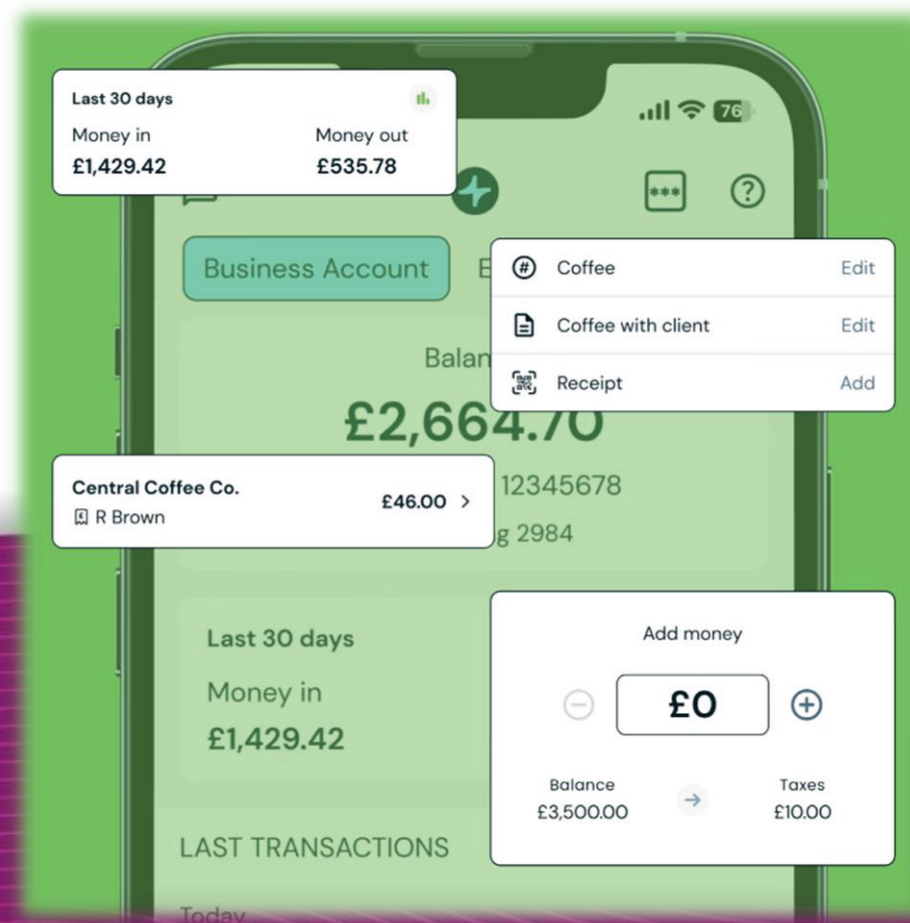
Payee Set up

Setting up a new payee is simple, click the "add new" button and it will take you through the following steps to enter the payee's details.

Once you have added the payee, next time you will be able to select them from your list as the details will be saved.

SELECT PAYEE   Add new ⊕

🔍 Search

You don't have any payees yet.
All of your payees will be available here once you've added them.

16:34

FRAUD WARNING   ?

⚠️

Check for fraud before you add a new payee

Could someone be scamming you? Criminal may pretend to be a person or company you trust and ask you to send money to a new account.

Is someone on the phone asking you to make this payment

Yes ○   No ✅

Please be sure before you proceed with the payment

Once you make a payment, it's not always possible to get the money back. You can read more about identifying fraud **here.**

○ **I understand the warning and want to set up this payee**

Next

16:35

ADD NEW PAYEE   ?

Account Type

Business ⌄

Payee name

Zempler Test

Sort code

08-71-99

Account number

012345678

Reference

Test

Do you want to trust this payee?

Yes ⌄

Trusted payees require fewer security steps when you pay them

Add payee

Making a payment

Once you have set up your payee making a payment is simple.

Simply add the amount you wish to pay, the reference and select the type and purpose of payment.

This can be things like Paying your tax/HMRC, Paying an Invoice, Paying a bill such as Employers liability insurance or paying your PA following receiving their payslip.

You can also select payment options such as if the payment is reoccurring, to be paid immediately or on a certain date.

Zempler has a number of security features so you maybe sent verification codes or asked to confirm you're not being coerced into making payment before the payment is made.

These are added security measures to protect you from scammers and fraud.

Once you have confirmed the payment is safe you will receive payment confirmation and be able to see the payment in your transactions

Beware of scams

Choosing this option can cause a delay in your payment. Please only choose this reason if none of the other categories apply.

Have you carried out all the necessary checks before making this payment? ⌄

Not sure what to do? ⌄

For further guidance on using Zempler,
please contact KCIL
Croydon@kcil.org.uk