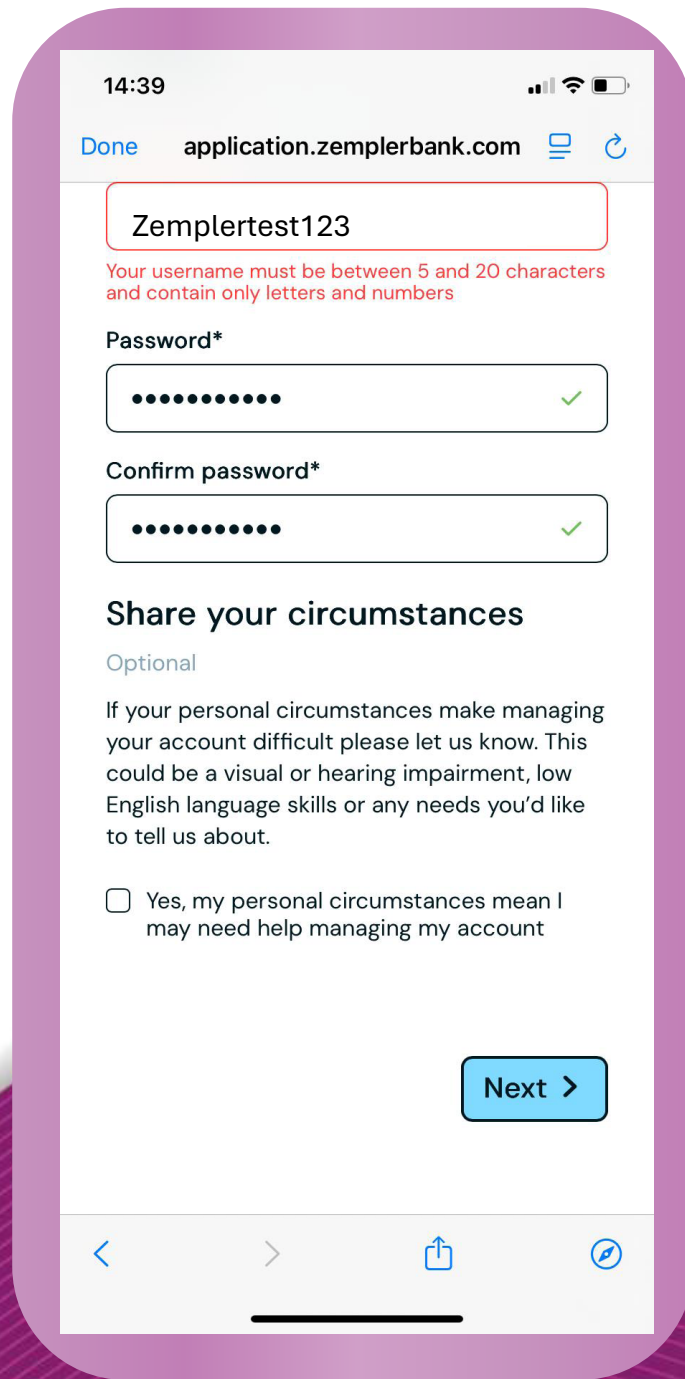


Self Managed Direct Payments – using Zempler

Set up

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

A screenshot of a mobile phone screen displaying the Zempler app setup interface. The status bar at the top shows the time as 14:39, signal strength, Wi-Fi, and battery icons. The browser address bar shows 'application.zemplerbank.com'. The form includes a username field with 'Zemplertest123', a password field with masked characters and a green checkmark, and a confirm password field also with masked characters and a green checkmark. Below these is a section titled 'Share your circumstances' with an 'Optional' label. It contains a paragraph of text and a checkbox labeled 'Yes, my personal circumstances mean I may need help managing my account'. A blue 'Next >' button is at the bottom right. The bottom of the screen shows a mobile navigation bar with back, forward, share, and search icons.

14:39

Done application.zemplerbank.com

Zemplertest123

Your username must be between 5 and 20 characters and contain only letters and numbers

Password*

Confirm password*

Share your circumstances

Optional

If your personal circumstances make managing your account difficult please let us know. This could be a visual or hearing impairment, low English language skills or any needs you'd like to tell us about.

☐ Yes, my personal circumstances mean I may need help managing my account

Next >



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

Zempler Access

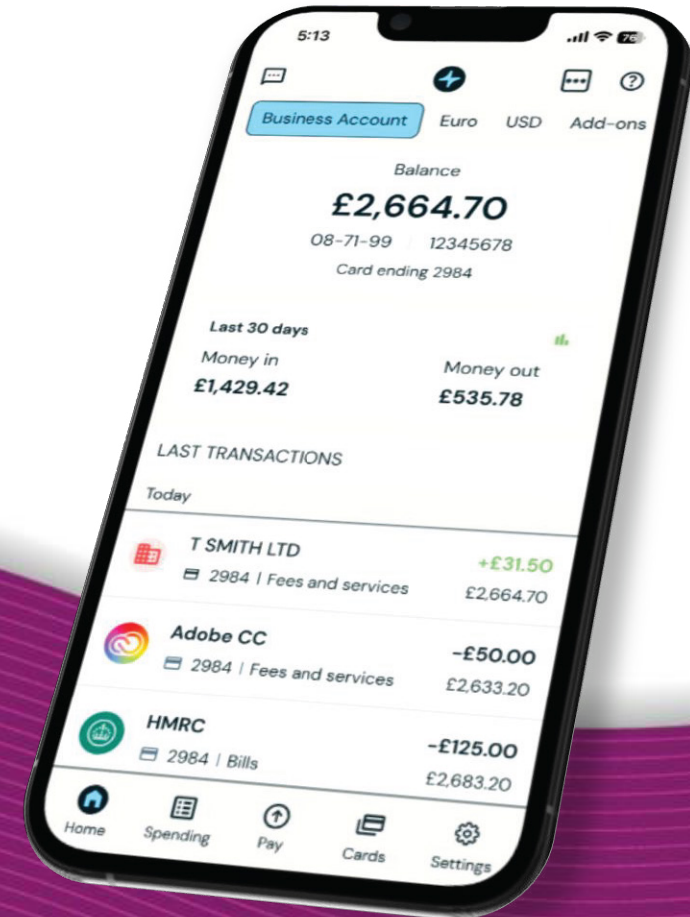


You can access your Zempler account via:

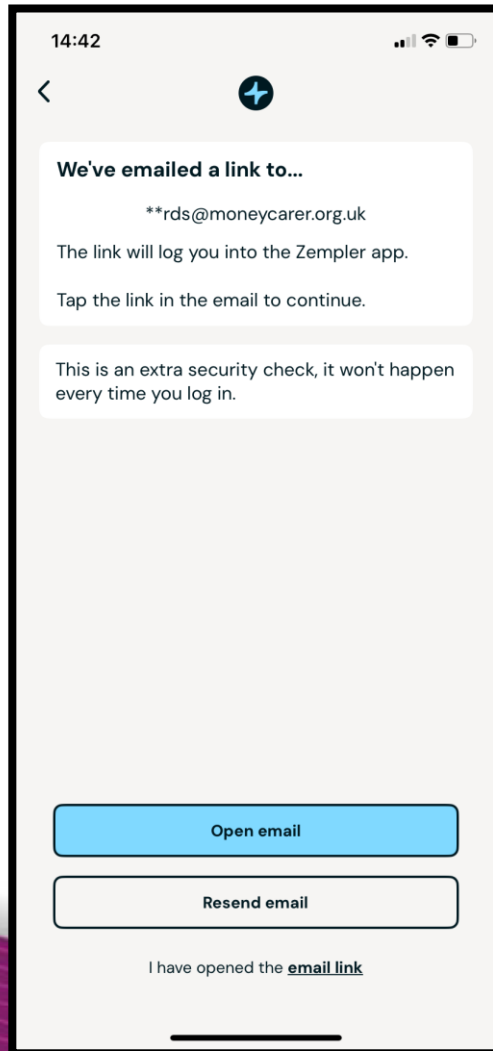
Business Banking for MicroBusinesses | Zempler Bank

Android App download – [Zempler Bank - mobile banking – Apps on Google Play](#)

Apple App download – [Zempler Bank on the App Store](#)



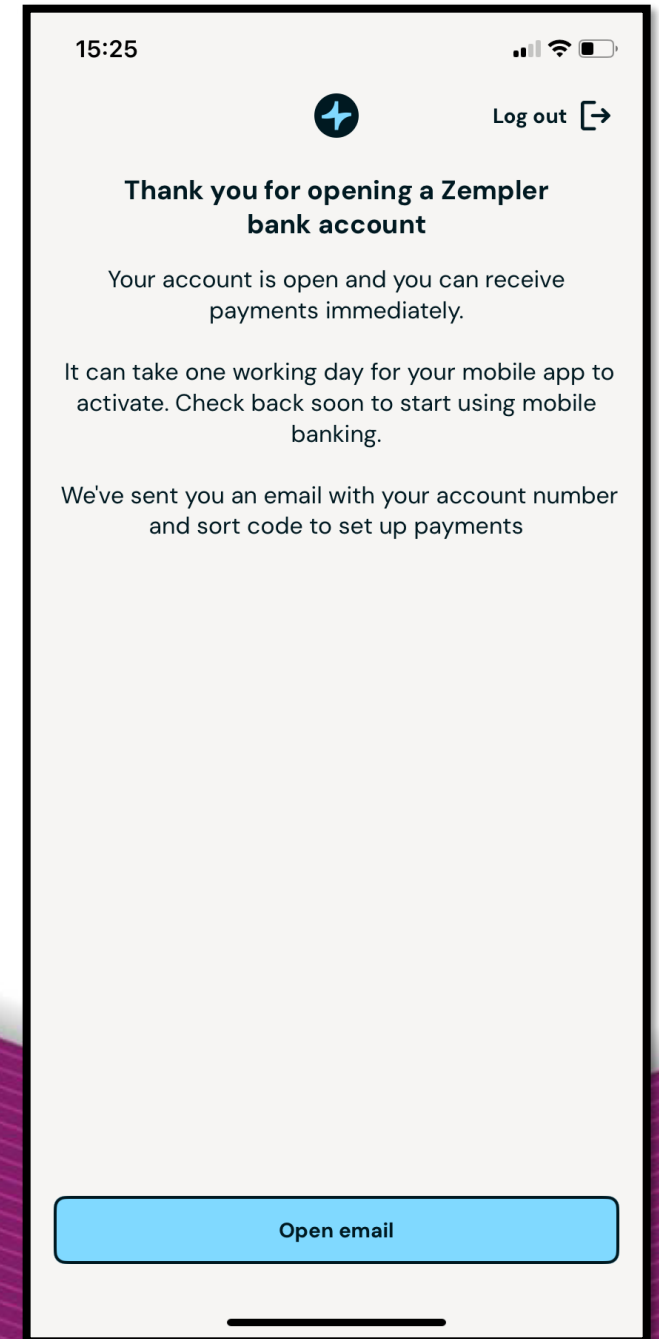
Account Verification



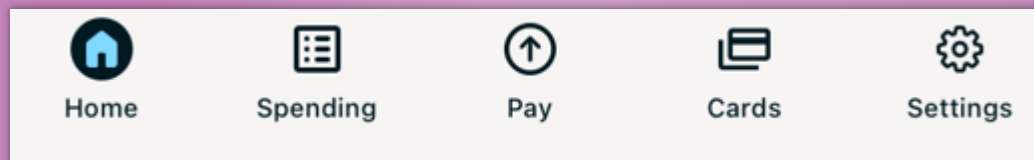
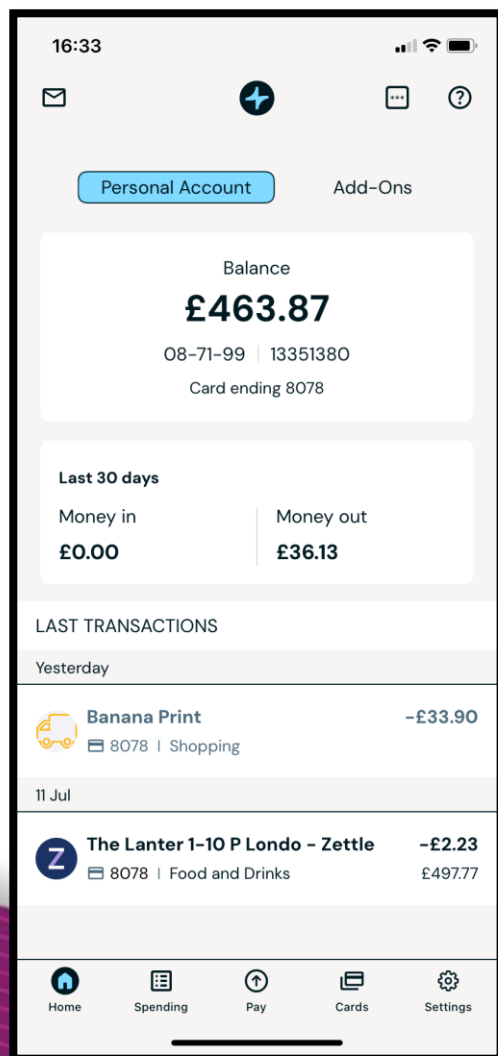
Verification will be sent to the email or phone number linked to your account when we set this up.

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.



Using the app



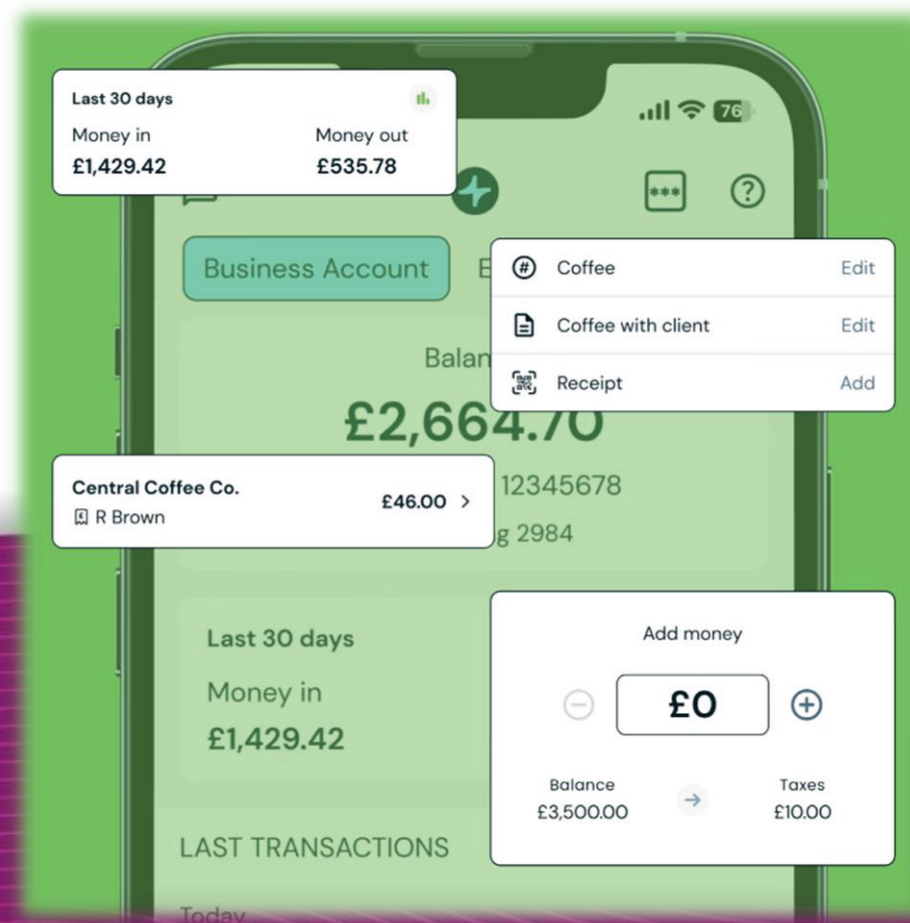
You can easily navigate your way through the app using the icons above.

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!

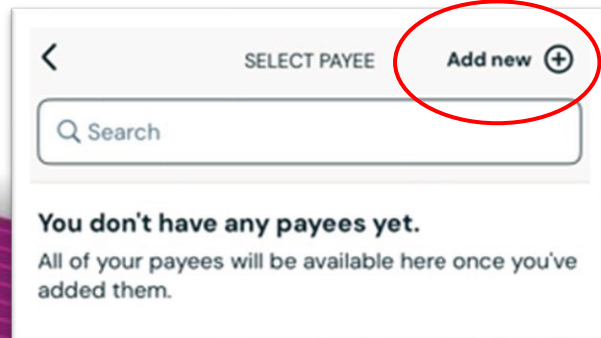
You will initially need to set up the person or business you're paying as a payee but once set up the details will be stored so you can quickly make future payments.



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.

A screenshot of the 'FRAUD WARNING' screen. At the top, there is a back arrow, the title 'FRAUD WARNING', and a help icon. Below this is a yellow warning triangle icon. The main text reads: 'Check for fraud before you add a new payee'. Below this is a paragraph: '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.' Below this is a question: 'Is someone on the phone asking you to make this payment'. Below this are two radio buttons: 'Yes' and 'No'. The 'No' button is selected, indicated by a green checkmark. Below this is a paragraph: 'Please be sure before you proceed with the payment'. Below this is a paragraph: 'Once you make a payment, it's not always possible to get the money back. You can read more about identifying fraud [here](#).' At the bottom, there is a radio button and the text 'I understand the warning and want to set up this payee'. Below this is a 'Next' button.A screenshot of the 'ADD NEW PAYEE' screen. At the top, there is a back arrow, the title 'ADD NEW PAYEE', and a help icon. Below this are several form fields: 'Account Type' (dropdown menu with 'Business' selected), 'Payee name' (text field with 'Zempler Test'), 'Sort code' (text field with '08-71-99'), 'Account number' (text field with '012345678'), and 'Reference' (text field with 'Test'). Below these fields is a question: 'Do you want to trust this payee?'. Below this is a dropdown menu with 'Yes' selected. Below this is a paragraph: 'Trusted payees require fewer security steps when you pay them'. At the bottom, there is an 'Add payee' button.

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 recurring, to be paid immediately or on a certain date.

The screenshot shows a mobile app interface for making a payment. At the top, the status bar displays the time 16:36 and signal/battery icons. The app header includes a back arrow, the title 'MAKE A PAYMENT', and a help icon. The main form area contains several fields: 'Zempler Test' and '08-71-99 | 012345678' for the payee; 'Payment amount' with a text input showing '£ 0.01'; 'Reference' with a text input showing 'Test' and a help icon; 'Type of payment' with a dropdown menu showing 'Please select'; and 'Purpose of payment' with a dropdown menu showing 'Please select'. A blue 'Confirm' button is located below these fields. At the bottom, there is a 'Done' button and a section for payment frequency options: 'One off immediate payment', 'One off future payment', 'Repeat until a date' (which is highlighted), 'Repeat for a number of payments', and 'Repeat until cancelled'.

16:36

< MAKE A PAYMENT ?

Zempler Test
08-71-99 | 012345678

Payment amount

£ 0.01

Reference

Test ?

Type of payment

Please select ▼

Purpose of payment

Please select ▼

Confirm

Done

One off immediate payment
One off future payment
Repeat until a date
Repeat for a number of payments
Repeat until cancelled

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