**Standard Operating Procedure**

**Change of Bank Details**

In the event a Trust employee wishes to change their bank details, the process below must be followed:

* Change of bank details can be done securely on the Trust N3 network using ESR Self Service. If you don’t have access to your ESR account, please email [workforce@liverpoolft.nhs.uk](mailto:workforce@liverpoolft.nhs.uk).

You will need to provide your assignment number and you will need to answer some security questions before the log on details are provided. The ESR User guide can be found via <http://liverpool-hr.nhs.sitekit.net/working-with-us/payroll.htm>

* In the event a Trust employee does not have access to the secure N3 connection, they must email [payrollluh@sthk.nhs.uk](mailto:payrollluh@sthk.nhs.uk). In order to verify the change of bank details, please provide both the old and new account details and your employee assignment number. Additional security questions will be asked by the payroll team to confirm identity.

Under no circumstances will payroll process a change of bank details via the telephone. Once ESR has been updated either by the Trust employee or payroll, a confirmation email notification will be sent to your Trust email address.

Please always ensure the correct email address is held on ESR, should any changes be required please contact [workforce@liverpoolft.nhs.uk](mailto:workforce@liverpoolft.nhs.uk).

For further information or assistance please contact the Head of Employment Services on 0151 705 5594 or [payrollluh@sthk.nhs.uk](mailto:payrollluh@sthk.nhs.uk).