Customer Details Amendment Form

Your information

We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our Privacy Notice provided on our website at rbsinternational.com/global/privacy-notice.html

We may update this from time to time and would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

Please note – when filling out this form please use the tab and arrow keys to move between the relevant fields. Ensure you do not use the return or enter keys. Existing customers wishing to amend their customer details should complete this form. Only complete the new customer name for a change of name request.

1. Customer details

Customer number

Old customer name

New customer name

New address line 1

New address line 2

New address line 3

New address line 4
OR overseas country

New postcode

New contact name

New contact number

New e-mail address
(if appropriate)

2. Payment Authorisation Limits

Please identify the payment limits to be applied to the Payment Authorisers.

Example: A Authoriser = One A Payment Authoriser can authorise a payment up to the limit specified.

A Authoriser + A Authoriser = Two A Payment Authorisers can authorise a payment up to the limit specified.

Please note – Please ensure you add all your payment limits, rather than just the amendments as any fields that are left blank will default to nil. For no maximum limit to apply please state UNLIMITED.

Authorisation levels are A, B and Director, however, please note that you do not have to be a Director of the legal entity, as this is just an authorisation level.

eQ is able to accommodate 3 levels of authorisation per payment, if you would like this option, please contact your Client Engagement Manager for the relevant form.

B Authoriser £

A Authoriser £

Director £

B Authoriser + B Authoriser £

B Authoriser + A Authoriser £

B Authoriser + Director £

A Authoriser + A Authoriser £

A Authoriser + Director £

Director + Director £

Authorise own payments: This option gives the authoriser the ability to add authorisation to payments they may have created.

To enable this at connection level please tick this box X

By default the system administrators will have the ability to assign this function per user.

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3. Deposits – Money Market Deposits and Notice Deposits

Should you wish to enable this feature, it will give those with the correct permissions access to create and amend deposits via eQ. By default the system administrators will have the ability to assign this function per user.

If you would like this function please indicate a maximum limit below. For no maximum limit to apply please state UNLIMITED.

eQ Limit
for each Deposit £

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4. Foreign Exchange (FX)

Should you wish to enable this feature, it will give those with the correct permissions, access to create, input or authorise foreign exchange deals via eQ. By default the system administrators will have the ability to assign this function per user.

If you would like this function please indicate a maximum limit below. For no maximum limit to apply please state UNLIMITED.

eQ FX Limit
for each Transaction £

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5. Password reset frequency

Please state how often you require us to prompt for password resets. (Maximum is 365 days – the eQ default is 28 days)

Days

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6. Information requirements

Please state how long you would like any previous payments to remain on your eQ connection, so that you can view them and copy the details to make a new payment. (The eQ default and the maximum is 365 days on screen. Any information prior to this will have to be obtained from the Bank)

Days

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7. Your agreement

Please note – This must be signed by the Authorised Signatories identified in the Signing Rules in the Bank Mandate with the highest level of signing authority. These Authorised Signatories must have authority from the Customer to sign for unlimited amounts.

Important: the **eQ Terms** are available online to read and print. These are important, please read them. They may be accessed by the following links

rbsinternational.com/terms

natwestinternational.com/terms

iombank.com/terms

Alternatively, please ask your usual contact at the Bank for a copy of the eQ Terms.

By signing, I/We confirm that

- the eQ Terms are agreed
- the information given is correct

Customer signature

Name (in full)

Position held

Date D D M M Y Y Y Y

Customer signature

Name (in full)

Position held

Date D D M M Y Y Y Y

Customer signature

Name (in full)

Position held

Date D D M M Y Y Y Y

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