eQ Request to add/amend, payment authoriser and/or system administrator

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.

This form should be completed by customers wishing to register System Administrators/Payment Authorisers **OR** existing customers wishing to amend details regarding either a System Administrator or a Payment Authoriser.

For new System Administrators/Payment Authorisers the System Administrator must create the user profile with the relevant user permissions first and advise of the User ID in Section 2 below. Where a new smartcard and reader is required please ensure this is ordered to prevent delays. Where the System Administrator/Payment Authoriser has an existing smartcard for a different connection please quote the serial ID in Section 4. The existing smartcard will then be assigned to the user for use with this customer number.

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1. Customer details (These are the details of the eQ Connection that you wish to add to/amend).

eQ Customer Number

eQ Customer Name

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2. User details

First name

Surname

New surname

(Complete if name change is required)

Contact number

Email Address

User ID

Is this user an employee of the company listed in section 1. ?

Yes [X] No [X]

If No, please name the Company that they are an employee of

Is this user a Director, Beneficial Owner or do they have a material interest* of the lead company as listed in Section 1?

Yes [X] No [X]

Does this user have a material interest in any of the accounts that will be operated on this eQ connection?

Yes [X] No [X]

*Material interest is defined as those beneficial owners/investors/controlling persons who may have effective control over the capital or assets whilst not holding a significant percentage ownership.

If the answer is Yes, please note we may contact you to provide further details.

Has the user provided the bank with a security details form?

Yes ☐ No ☐

If No, please confirm a Security Details form has been attached to this application form, as this is a mandatory requirement. ☐

3. User permissions

System Administrator ☐

By default, system administrators can:

- Reset passwords
- Create, amend and delete Users who can access and view Accounts and create payment instructions
- Each eQ Administrator can also Act as a user
- Create, amend and allocate account sets to Users
- Set and amend payment limits on accounts
- View event log
- Allocate User limits to the MMD and FX functions
- Export Data

Authorisation level: Please note only one level of authorisation can be selected.

A Authoriser ☐ B Authoriser ☐ Director Authoriser ☐

By default, an authoriser cannot authorise a payment they have created themselves. However, if you wish to allow the authoriser to do this, please select this option.

Authorise own payments ☐

Authorisers will automatically be granted permission to use the eQ Mobile app to authorise payments. If you do not wish the authoriser to have access to the eQ Mobile app, a System Administrator can remove this permission in eQ after the authoriser has been set up. If the authoriser is also a System Administrator, please contact the eQ Helpdesk.

4. Smartcard

If you are in possession of a smartcard that is valid for a different eQ customer number, please quote the serial ID below (this can be found on the front of the smartcard). The smartcard will then be assigned to you for use with this customer number.

Serial ID

5. 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. In addition and if required, the bank may contact you to obtain due diligence for this new Authoriser.

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

RBSI: The eQ Terms are available at rbsinternational.com/terms and the Privacy Notice is available at rbsinternational.com/privacynotice

NWI: The eQ Terms are available at natwestinternational.com/terms and the Privacy Notice is available at natwestinternational.com/privacynotice

IOMB: The eQ Terms are available at iombank.com/terms and the Privacy Notice is available at iombank.com/privacynotice

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

I/We confirm that the details on this form are full and correct and agree to notify the bank of any changes therein

Authorised Signatory

Name (in full)

Position held

Date D D M M Y Y Y Y

Authorised Signatory

Name (in full)

Position held

Date D D M M Y Y Y Y

Authorised Signatory

Name (in full)

Position held

Date D D M M Y Y Y Y

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eQ 1009 August 2024