



# Customer Details Amendment Form

**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	<input type="text"/>
Old customer name	<input type="text"/>
New customer name	<input type="text"/>
New address line 1	<input type="text"/>
New address line 2	<input type="text"/>
New address line 3	<input type="text"/>
New address line 4 OR overseas country	<input type="text"/>
New postcode	<input type="text"/> <input type="text"/>
New contact name	<input type="text"/>
New contact number	<input type="text"/>
New e-mail address (if appropriate)	<input type="text"/>

## 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	£	<input type="text"/>
A Authoriser	£	<input type="text"/>
Director	£	<input type="text"/>
B Authoriser + B Authoriser	£	<input type="text"/>
B Authoriser + A Authoriser	£	<input type="text"/>
B Authoriser + Director	£	<input type="text"/>
A Authoriser + A Authoriser	£	<input type="text"/>
A Authoriser + Director	£	<input type="text"/>
Director + Director	£	<input type="text"/>

**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 ☒

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

## 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](https://rbsinternational.com/terms) and enter 'RBSICAT'

[natwestinternational.com/terms](https://natwestinternational.com/terms) and enter 'NWOCAT'

[iombank.com/terms](https://iombank.com/terms) and enter 'IOMBCAT'

[rbsinternational.com/terms](https://rbsinternational.com/terms) and enter "RBSILUX"

[rbsinternational.com/terms](https://rbsinternational.com/terms) and enter "RBSILON"

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 \_\_\_\_\_

Customer signature

Name (in full) \_\_\_\_\_

Position held \_\_\_\_\_

Date \_\_\_\_\_

Customer signature

Name (in full) \_\_\_\_\_

Position held \_\_\_\_\_

Date \_\_\_\_\_

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