

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

**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.**

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

eQ Customer Number	<input type="text"/>
eQ Customer Name	<input type="text"/>

## 2. User details

First name	<input type="text"/>
Surname	<input type="text"/>
New surname	<input type="text"/>
	(Complete if name change is required)
Contact number	<input type="text"/>
Email Address	<input type="text"/>
User ID	<input type="text"/>

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

Yes ☐ No ☐

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 ☐ No ☐

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

Yes ☐ No ☐

\*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



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.



**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.**



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.

[illegible]

## 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.

For details of how we and others will use your information, please refer to our Privacy Notice available online or ask your usual contact at the Bank.

When we use and share personal and financial information, we do so on the basis that we have a legitimate interest to prevent fraud and money laundering, to manage our risk and to protect our business and to comply with laws that apply to us (including verifying your identity and assessing the suitability of our products).

**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](https://rbsinternational.com/terms) using product code RBSICAT and the Privacy Notice is available at [rbsinternational.com/privacynotice](https://rbsinternational.com/privacynotice)

NWI: The eQ Terms are available at [natwestinternational.com/terms](https://natwestinternational.com/terms) using product code NWOCAT and the Privacy Notice is available at [natwestinternational.com/privacynotice](https://natwestinternational.com/privacynotice)

IOMB: The eQ Terms are available at [iombank.com/terms](http://iombank.com/terms) using product code IOMBCAT and the Privacy Notice is available at [iombank.com/privacynotice](http://iombank.com/privacynotice)

RBSI: The eQ Terms are available at [rbsinternational.com/terms](https://rbsinternational.com/terms) using product code RBSILUX and the Privacy Notice is available at [rbsinternational.com/privacynotice](https://rbsinternational.com/privacynotice)

RBSI: The eQ Terms are available at [rbsinternational.com/terms](https://rbsinternational.com/terms) using product code RBSILON and the Privacy Notice is available at [rbsinternational.com/privacynotice](https://rbsinternational.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

DDMMYYYY

Authorised Signatory

Name (in full)

Position held

Date

DDMMYYYY

Authorised Signatory

Name (in full)

Position held

Date

DDMMYYYY

### **Your Information**

For details of how we and others will use your information, please refer to our Privacy Notice available at [rbsinternational.com/privacynotice](https://rbsinternational.com/privacynotice) or ask your usual contact at the Bank.

When we use and share personal and financial information, we do so on the basis that we have a legitimate interest to prevent fraud and money laundering, to manage our risk and to protect our business and to comply with laws that apply to us (including verifying your identity and assessing the suitability of our products).

### **How we use and share your information**

#### **(a) Credit reference and fraud prevention agencies**

We may request information about you from credit reference agencies to help verify your identity to comply with laws that apply to us. This request will not affect your ability to obtain credit (for example for a loan or credit card) in the future.

In order to prevent and detect fraud, the information provided in this form will be shared with fraud prevention agencies.

If false or inaccurate information is provided and fraud is identified or suspected, details will be recorded with these agencies to prevent fraud and money laundering.

If we, or a fraud prevention agency, determine that you pose a fraud or money laundering risk, we may refuse to provide the services and financing to you. When credit reference and fraud prevention agencies process your information, they do so on the basis that they have a legitimate interest in preventing fraud and money laundering, to protect their business and to comply with laws that apply to them.

#### **(b) With other NatWest Group companies**

We and other NatWest Group companies worldwide will use the information you supply in this form (and any information we or other NatWest Group companies may already hold about you) in connection with processing your request and to assess your suitability for our products.

If this form is part of an application which is declined we will normally keep your information for up to 10 years, but we may keep it for longer if required by us or other NatWest Group companies, in order to comply with legal and regulatory requirements.

We and other NatWest Group companies may use your information in order to improve the relevance of our products and marketing.

#### **(c) With other third parties**

The information provided in this form may be used for compliance with legal and regulatory screening requirements, including confirming your eligibility to hold a UK bank account and sanctions screening.

We may be required to disclose certain information to regulators, tax authorities, government bodies and similar organisations around the world, including the name, address, tax number, account number(s), total gross amount of interest paid or credited to the account and the balance or value of the account(s) of our customers.

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