eQ Application

This Form is for customers applying for eQ, the electronic banking system of The Royal Bank of Scotland International, NatWest International and Isle of Man Bank.

If completing by hand please use BLOCK CAPITALS and black ink.

Please note – The Bank will no longer issue paper confirmations for payment, deposit, foreign exchange transactions, amendments and cancellations. If you want to receive paper confirmations please contact your normal business contact.

1. Customer details/LEAD ENTITY

Full Business/Organisation name (including any trading name) Please Note – the customer name can contain up to 40 characters

| I O M | D E P A R T M E N T | O F |

| H E A L T H | & | S O C I A L | C A R E |

Principal Business address for eQ correspondence (Payment Authoriser devices cannot be sent to P.O. Box addresses)

Address line 1	Crookall House
Address line 2	Demesne Road
Address line 3	Douglas
Address line 4 OR overseas country	
Postcode	IM1 3QA

Correspondence name and address for initial dispatch of smartcards, card readers and PINs if different from the Principal Business address.

Mailing Name	Shelley Syme
Address line 1	
Address line 2	
Address line 3	
Address line 4 OR overseas country	
Postcode	

Please specify the main operating account (if known)

| Account Number | 1 2 9 5 3 0 3 2 | or IBAN | |
| Sort code | 5 5 9 1 0 0 |

2. Main eQ Contact: - Please provide a contact name, number and e-mail address.

Contact name	Shelley Syme
Contact number	0 1 6 2 4 6 8 7 0 2 4
E-mail address	Shelley.Syme@gov.im

Alternative eQ Contact (if required)

Contact name	Colin Turner
Contact number	01624685036
E-mail address	Colin.Turner@gov.im

3. Payment Authorisation Limits

Please note
– IF YOU DO NOT REQUIRE PAYMENTS ACCESS, PLEASE TICK THIS BOX AND PROCEED TO SECTION 4. [X]

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 – If a field is left blank it 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 lead 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	£ 10000
A Authoriser + Director	£
Director + Director	£

You will be asked in Section 8 to identify Payment Authorisers

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 listed in section 8 will have the ability to assign this function per user.

4. 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 listed in section 8 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	£

5. 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 listed in section 8 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	£

6. 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)

`2` `8` Days

7. 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)

`3` `6` `5` Days

8. eQ System administrators and payment authorisers

eQ user 1

User – Details

Full name: `S h e l l e y   S y m e`

E-mail address: `S h e l l e y . S y m e @ g o v . i m`

Contact number: `0 1 6 2 4 6 8 7 0 2 4`

eQ User Name (If already allocated): ` `

Is this user an employee of the lead company as listed in Section 1?	Yes ✓	No ✗
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 ensure a new security form is provided, this can be located on page 9 of the application form.

User – Functions

Basic functions

Account Information ☒

Payments ☒

FX ☒

Deposits ☒

Data export ☒

Please Note: If this user requires access that differs from the options above, please contact your local eQ system administrator. If you are a system administrator, please contact the eQ helpdesk.

Advanced functions

System Administrator ☒

eQ 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 Deposit and FX functions

User - Authorisation

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 and ensure that the box has been ticked in section 3.

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 created. If the authoriser is also a System Administrator, please contact the eQ Helpdesk.

User - Smartcard

If the user is in possession of a smartcard that is in their name 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 the user for use with this customer number.

Serial ID [   ]   New card required ☒

eQ user 2

User - Details

Full name | C o l i n   T u r n e r |

E-mail address | C o l i n . T u r n e r @ g o v . i m |

Contact number | 0 1 6 2 4 6 8 5 0 3 6 |

eQ User Name
(If already allocated)   [   ]

Is this user an employee of the lead company as listed in Section 1?   Yes ✓ No ☒

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 ensure a new security form is provided, this can be located on page 9 of the application form.

User - Functions

Basic functions

Account Information	☒
Payments	☒
FX	☒
Deposits	☒
Data export	☒

Please Note: If this user requires access that differs from the options above, please contact your local eQ system administrator. If you are a system administrator, please contact the eQ helpdesk.

Advanced functions

System Administrator ☒

eQ 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 Deposit and FX functions

User - Authorisation

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 and ensure that the box has been ticked in section 3.

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 created. If the authoriser is also a System Administrator, please contact the eQ Helpdesk.

User - Smartcard

If the user is in possession of a smartcard that is in their name 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 the user for use with this customer number.

Serial ID [ ]   New card required ☒

eQ user 3

User - Details

Full name	Nikki Jarvis
E-mail address	Nikki.Jarvis@gov.im
Contact number	01624685143
eQ User Name (If already allocated)	

Is this user an employee of the lead company as listed in Section 1?   Yes ☑ No ☒

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 ensure a new security form is provided, this can be located on page 9 of the application form.

User - Functions

Basic functions

Account Information	☒
Payments	☒
FX	☒ .
Deposits	☒
Data export	☒

Please Note: If this user requires access that differs from the options above, please contact your local eQ system administrator. If you are a system administrator, please contact the eQ helpdesk.

Advanced functions

System Administrator ☒

eQ 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 Deposit and FX functions

User - Authorisation

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 and ensure that the box has been ticked in section 3.

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 created. If the authoriser is also a System Administrator, please contact the eQ Helpdesk.

User - Smartcard

If the user is in possession of a smartcard that is in their name 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 the user for use with this customer number.

Serial ID [ ]   New card required ☒

eQ user 4

User - Details

Full name	Steve Banks
E-mail address	Stephen.Banks@gov.im
Contact number	01624642286
eQ User Name (If already allocated)	

Is this user an employee of the lead company as listed in Section 1?   Yes ✓   No ☒

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 ensure a new security form is provided, this can be located on page 9 of the application form.

User - Functions

Basic functions

Account Information	☒
Payments	☒
FX	☒
Deposits	☒
Data export	☒

Please Note: If this user requires access that differs from the options above, please contact your local eQ system administrator. If you are a system administrator, please contact the eQ helpdesk.

Advanced functions

System Administrator ☒

eQ 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 Deposit and FX functions

User - Authorisation

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 and ensure that the box has been ticked in section 3.

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 created. If the authoriser is also a System Administrator, please contact the eQ Helpdesk.

User - Smartcard

If the user is in possession of a smartcard that is in their name 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 the user for use with this customer number.

Serial ID [　　　　　　　　　　　　]   New card required ☒

Please note: If you need to add more than 4 users to your new eQ connection, please copy one of the pages above, and add it to the final application. Please ensure any additional pages are initialed by the those signing in section 9.

9. Agreement

I confirm that the information provided is correct, and by signing this form, I am authorised to legally bind the company listed in section 1 to the eQ Terms of Business and authorise RBS International, Natwest International or Isle of Man Bank to act in accordance with the signing rules set out in this form.

Please note – This application 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 company listed in section 1.

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/terms and enter 'RBSICAT'

natwestinternational/terms and enter 'NWOCAT'

iombank/terms and enter 'IOMBCAT'

rbsinternational/terms and enter "RBSILUX"

rbsinternational/terms and enter "RBSILON"

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

In addition, the bank may request due diligence to be provided should we feel it is necessary. You may be contacted by your local Client Engagement Manager to provide us with this information.

For assistance with this application please contact your local team:

Guernsey: cemguernsey@rbsint.com

Isle of Man: cemiom@rbsint.com

Jersey: cemjersey@rbsint.com

Gibraltar: cemgibraltar@rbsint.com

Luxembourg: cemlux@rbsint.com

United Kingdom: cemuk@rbsint.com

Please state the total number of system administrators/payments authorisers that are included within this application form

The total number of payment authorisers/system administrators within section 8, and any additional user pages added to this application.

4 ← Please insert the total number of payment authorisers/system administrators.

By signing, I/We confirm that:-

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

Authorised Signatory

Name (in full) _SHELLEY SYME_

Position held _FINANCE EO_

Date _15/6/21_

Authorised Signatory

Name (in full) _STEPHEN GEOFFREY BANKS_

Position held _SENIOR FINANCE MANAGER_

Date _15/6/21_

Authorised Signatory

Name (in full) _NICOLA SUZANNE JARVIS_

Position held _FINANCE EO_

Date _15/6/21_

eQ Security Details
Payment Authoriser and/or System Administrator

For a new eQ Application

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. Please complete in BLOCK CAPITALS.

When completed please send to:
Freepost JE738
eQ Helpdesk
JE1 1AF

If sending from outside the UK please send to:
eQ Helpdesk
2nd Floor
23-25 Broad Street
ST Helier
Jersey JE1 8ND

This is a new application ☑ **OR** Replacement form ☒

Existing customer numbers

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1. Customer details:

Full Business/Organisation name (including any trading name)

| I | O | M | | D | E | P | A | R | T | M | E | N | T | | O | F | | |

| H | E | A | L | T | H | | & | | S | O | C | I | A | L | | C | A | R | E |

First name: `Colin`

Surname: `Turner`

User ID (if known):

Code/Security word (provided by yourself and used to identify you over the phone): `Stirman`

Prompt question for Code/Security word (Used as prompt if you have forgotten the Code/Security word e.g. mother's maiden name): `Mother's Maiden Name`

Date of birth: `1 5 0 3 1 9 6 8`

Preferred daytime contact number (including extension if applicable): `0 1 6 2 4 6 8 5 0 3 6`

Email address: `Colin.Turner@gov.im`

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2. eQ Administrator/Payment Authoriser confirmation

I confirm that the information given is correct and I will notify the Bank of any changes.

eQ Administrator/Payment Authoriser signature

Date _21/06/2021_

Please note all the above fields are MANDATORY with the exception of the user ID and Customer Number. If any fields are missed or the form is not provided with the initial application, we will be unable to progress with this application form, as this information is required to activate smartcards and reset passwords.

Your Information

For details of how we and others will use your information, please refer to our Privacy Notice available at 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.

eQ Security Details
Payment Authoriser and/or System Administrator

For a new eQ Application

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. Please complete in BLOCK CAPITALS.

When completed please send to:
Freepost JE738
eQ Helpdesk
JE1 1AF

If sending from outside the UK please send to:
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2nd Floor
23-25 Broad Street
ST Helier
Jersey JE1 8ND

This is a new application ☑ **OR** Replacement form ☐

Existing customer numbers

1. Customer details:

Full Business/Organisation name (including any trading name)

I O M   D E P A R T M E N T   O F
H E A L T H   &   S O C I A L   C A R E

First name: S h e l l e y

Surname: S y m e

User ID (if known):

Code/Security word (provided by yourself and used to identify you over the phone)

S m y t h e

Prompt question for Code/Security word (Used as prompt if you have forgotten the Code/Security word e.g. mother's maiden name)

M o t h e r ' s   M a i d e n   N a m e

Date of birth: 2 3 1 0 1 9 7 7

Preferred daytime contact number (including extension if applicable)

0 1 6 2 4 6 8 7 0 2 4

Email address: S h e l l e y . S y m e @ g o v . i m

2. eQ Administrator/Payment Authoriser confirmation

I confirm that the information given is correct and I will notify the Bank of any changes.

eQ Administrator/Payment Authoriser signature

Syme

Date 16/6/21

Please note all the above fields are MANDATORY with the exception of the user ID and Customer Number. If any fields are missed or the form is not provided with the initial application, we will be unable to progress with this application form, as this information is required to activate smartcards and reset passwords.

eQ Security Details
Payment Authoriser and/or System Administrator

For a new eQ Application

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JE1 1AF

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23-25 Broad Street
ST Helier
Jersey JE1 8ND

This is a new application [✓] **OR** Replacement form [ ]

Existing customer numbers

---

1. Customer details:

Full Business/Organisation name (including any trading name)

`I O M   D E P A R T M E N T   O F`
`H E A L T H   &   S O C I A L   C A R E`

First name: `S t e v e`

Surname: `B a n k s`

User ID (if known):

Code/Security word (provided by yourself and used to identify you over the phone)

`K n i g h t`

Prompt question for Code/Security word (Used as prompt if you have forgotten the Code/Security word e.g. mother's maiden name)

`M o t h e r ' s   M a i d e n   N a m e`

Date of birth: `1 7 0 3 1 9 7 3`

Preferred daytime contact number (including extension if applicable)

`0 1 6 2 4 6 4 2 2 8 6`
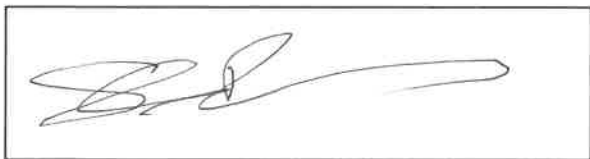
Email address: `S t e p h e n . B a n k s @ g o v . i m`

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2. eQ Administrator/Payment Authoriser confirmation

I confirm that the information given is correct and I will notify the Bank of any changes.

eQ Administrator/Payment Authoriser signature

Date ____ 6/6/2021 ____

Please note all the above fields are MANDATORY with the exception of the user ID and Customer Number. If any fields are missed or the form is not provided with the initial application, we will be unable to progress with this application form, as this information is required to activate smartcards and reset passwords.

eQ Security Details
Payment Authoriser and/or System Administrator

For a new eQ Application

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. Please complete in BLOCK CAPITALS.

When completed please send to:
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This is a new application ☑ **OR** Replacement form ☐

Existing customer numbers

1. Customer details:

Full Business/Organisation name (including any trading name)

I O M   D E P A R T M E N T   O F
H E A L T H   &   S O C I A L   C A R E

First name: N i k k i

Surname: J a r v i s

User ID (if known):

Code/Security word (provided by yourself and used to identify you over the phone)
W a t k i n s o n

Prompt question for Code/Security word (Used as prompt if you have forgotten the Code/Security word e.g. mother's maiden name)
M o t h e r ' s   M a i d e n   N a m e

Date of birth: 0 5 0 8 1 9 7 2

Preferred daytime contact number (including extension if applicable)
0 1 6 2 4 6 8 5 1 4 3

Email address: N i k k i . J a r v i s @ g o v . i m

2. eQ Administrator/Payment Authoriser confirmation

I confirm that the information given is correct and I will notify the Bank of any changes.

eQ Administrator/Payment Authoriser signature

Date 16 . 6 . 21

Please note all the above fields are MANDATORY with the exception of the user ID and Customer Number. If any fields are missed or the form is not provided with the initial application, we will be unable to progress with this application form, as this information is required to activate smartcards and reset passwords.