

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/LE	EAD	E	NTI	ΤΥ																											
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3. Payment Author	orisation Lim	its												^																	
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Please identify the	payment limits	to b	e appl	ied t	o th	e Po	ıym	ent	t Au	utho	rise	ers.																			
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You will be asked in	Section 8 to ide	ntify	Paym	ent A	Auth	oris	ers																								
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4. Deposits – Mor	ney Market D	epo	sits a	nd N	lotic	ce C	Эер	osi	its																						
Should you wish to the system administ																		rec	ite	an	d a	me	nd e	dep	os	its	via	eQ.	Ву	de	fault
If you would like this	function pleas	e ind	icate (a ma	kimu	ım li	imit	bel	low	. Fo	r no	ma	xin	num	lim	it t	o a	ppl	ур	lea	se	sta	te L	JNL	_IM	IITE	ED.				
eQ Limit for each Deposit	£																														
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If you would like this function please indicate a maximum limit below. For no maximum limit to apply please state UNLIMITED.

eQ FX Limit

deals via eQ. By default the system administrators listed in section 8 will have the ability to assign this function per user.

5. Foreign Exchange (FX)

for each Transaction

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Should you wish to enable this feature, it will give those with the correct permissions, access to create, input or authorise foreign exchange

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

eO user 1

User - Details

Shelley S y m e **Full name** ey. Syme@gov E-mail address 2 4 6 8 7 0 2 4 1 6 Contact number eQ User Name (If already allocated)

Is this user an employee of the lead company as listed in Section 1?

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

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

*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**

eQ System Administrators can: Reset passwords

FΧ **Deposits** Create, amend and delete Users who can access and view

Data export

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

Advanced functions

System Administrator

Allocate User limits to the Deposit and FX functions

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.

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Authorisation level: Plea	se note only one level of authorisation can be selected.
A Authoriser	B Authoriser Director Authoriser
	r cannot authorise a payment they have created themselves. However, if you wish to allow the authoriser to do ption and ensure that the box has been ticked in section 3.
Authorise own paymer	nts 🔀
to have access to the eQ	tically be granted permission to use the eQ Mobile app to authorise payments. If you do not wish the authoriser Mobile app, a System Administrator can remove this permission in eQ after the authoriser has been created. If System Administrator, please contact the eQ Helpdesk.
	n of a smartcard that is in their name that is valid for a different eQ customer number, please quote the serial ID 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 X
eQ user 2	
User - Details	
Full name	Colin Turner
E-mail address	Colin.Turner@gov.im
Contact number	0 1 6 2 4 6 8 5 0 3 6
eQ User Name (If already allocated)	
Is this user an employee o	of the lead company as listed in Section 1? Yes No
Is this user a Director, Be of the lead company as li	neficial Owner or do they have a material interest* sted in Section 1? Yes No
Does this user have a ma be operated on this eQ co	sterial interest in any of the accounts that will onnection.
	ned as those beneficial owners/investors/controlling persons who may have effective control over the capital or a significant percentage ownership.
If the answer is Yes, pleas	se note we may contact you to provide further details.
Has the user provided th	e bank with a security details form?
If "no", please ensure a n	ew security form is provided, this can be located on page 9 of the application form.

User - Authorisation

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User - Functions		
Basic functions		Advanced functions
Account Information	\bowtie	System Administrator X
Payments	X	eQ System Administrators can:
FX	X	Reset passwords
		 Create, amend and delete Users who can access and view Accounts and create payment instructions.
Deposits	\boxtimes	• Each eQ Administrator can also act as a User.
Data export	\boxtimes	Create, amend and allocate account sets to Users
Ph		 Set and amend payment limits on accounts View event log
	requires access that differs from se contact your local eQ system	Allocate User limits to the Deposit and FX functions
administrator. If you are	a system administrator, please	·
contact the eQ helpdesk		
User - Authorisation		
Authorisation level: Ple	ase note only one level of authorisation can	be selected.
A Authoriser	B Authoriser Director Authori	iser 🔼
	er cannot authorise a payment they have option and ensure that the box has been tide.	created themselves. However, if you wish to allow the authoriser to docked in section 3.
Authorise own payme	nts X	
to have access to the eC	atically be granted permission to use the e Q Mobile app, a System Administrator can System Administrator, please contact the	eQ Mobile app to authorise payments. If you do not wish the authoriser remove this permission in eQ after the authoriser has been created. If eQ Helpdesk.
User - Smartcard If the user is in possessio below (this can be found Serial ID	n of a smartcard that is in their name that is on the front of the smartcard). The smartca	valid for a different eQ customer number, please quote the serial ID and will then be assigned to the user for use with this customer number. New card required
eQ user 3		
User - Details		
Full name	Nikki Jarvis	s
E-mail address		s@govim
Contact number eQ User Name	0 1 6 2 4 6 8 5 1 4 3	
(If already allocated)		
Is this user an employee	of the lead company as listed in Section 1?	Yes No 💢
Is this user a Director, Be of the lead company as li	neficial Owner or do they have a material in sted in Section 1?	Yes No V
Does this user have a ma be operated on this eQ co	Iterial interest in any of the accounts that wi onnection.	Yes No 🔀
	ned as those beneficial owners/investors/cor a significant percentage ownership.	ntrolling persons who may have effective control over the capital or
If the answer is Yes, pleas	se note we may contact you to provide furth	processing processing the state of the state
Has the user provided the	e bank with a security details form?	Yes No 🗵
If "no", please ensure a n	ew security form is provided, this can be loc	ated on page 9 of the application form.

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User - Functions		
Basic functions		Advanced functions
Account Information	\boxtimes	System Administrator
Payments	\times	eQ System Administrators can:
FX	X.	 Reset passwords Create, amend and delete Users who can access and view
Deposits	\boxtimes	Accounts and create payment instructions. • Each eQ Administrator can also act as a User.
Data export	\bowtie	Create, amend and allocate account sets to Users
the options above, pleas	requires access that differs from e contact your local eQ system a system administrator, please 	 Set and amend payment limits on accounts View event log Allocate User limits to the Deposit and FX functions
User - Authorisation		
Authorisation level: Ple	ase note only one level of authorisation ca	n be selected.
A Authoriser	B Authoriser Director Author	riser X
	er cannot authorise a payment they have option and ensure that the box has been t	e created themselves. However, if you wish to allow the authoriser to do ticked in section 3.
Authorise own payme	ents X	
to have access to the el	atically be granted permission to use the Q Mobile app, a System Administrator ca System Administrator, please contact th	eQ Mobile app to authorise payments. If you do not wish the authoriser in remove this permission in eQ after the authoriser has been created. If ie eQ Helpdesk.
		is valid for a different eQ customer number, please quote the serial ID card will then be assigned to the user for use with this customer number.
Serial ID		New card required X
eQ user 4		
User - Details	·	
Full name	Steve Banks	
E-mail address	Stephen.Ban	ks@gov.im
Contact number	0 1 6 2 4 6 4 2 2 8 6	
eQ User Name (If already allocated)		
Is this user an employee	of the lead company as listed in Section 1?	? Yes Vo No
Is this user a Director, B of the lead company as	eneficial Owner or do they have a material listed in Section 1?	Interest* Yes No
	aterial interest in any of the accounts that	will Yes No ✓
	ined as those beneficial owners/investors/o g a significant percentage ownership.	controlling persons who may have effective control over the capital or
If the answer is Yes, plea	ase note we may contact you to provide fur	rther details.
Has the user provided t	he bank with a security details form?	Yes No No
If "no", please ensure a	new security form is provided, this can be I	located on page 9 of the application form.

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User - Functions Basic functions **Advanced functions** Account Information System Administrator eQ System Administrators can: **Payments** Reset passwords FX Create, amend and delete Users who can access and view Accounts and create payment instructions. **Deposits** Each eQ Administrator can also act as a User. Create, amend and allocate account sets to Users Data export Set and amend payment limits on accounts View event loa Please Note: If this user requires access that differs from Allocate User limits to the Deposit and FX functions the options above, please contact your local eQ system administrator. If you are a system administrator, please contact the eQ helpdesk. **User - Authorisation** Authorisation level: Please note only one level of authorisation can be selected. B Authoriser A Authoriser Director Authoriser | 次 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.



By signing, I/We confirm that:-

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

Authorised Signatory

Same

Position held FINANCE EO

Date 15/6/21

Authorised Signatory

38 5

Name (in full) STEPHEN GEOFFRET RAINS

Position held SENIOR FINANCE MANAGER

Date 15/6/21

Authorised Signatory

Sain

Name (in full) MCOLA SWANNE JARVIS

Position held FINANCE EO

15/6/21

The Royal Bank of Scotland International Limited ("RBS International") is incorporated in Jersey and registered on the Jersey Financial Services Commission ("JFSC") company registry as a private company with limited liability. It is authorised and regulated by the JFSC with registration number 2304. Registered and Head Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 285200. RBS International London Branch is registered in the United Kingdom as a foreign company with registration number FC034191 and branch number BR019279. United Kingdom business address: 1 Princes Street, London, EC2R 8BP. RBS International London Branch is authorised by the Prudential Regulation Authority and is subject to regulation by the Financial Conduct Authority (reference number 760675) and limited regulation by the Prudential Regulation Authority. Details about the extent of RBS International's regulation by the Prudential Regulation Authority are available on request. The Royal Bank of Scotland International Limited, Luxembourg Branch, (RBS International Luxembourg Branch). Business address: Espace Kirchberg, The Square, Building A-40 Avenue, J F Kennedy, L-1855, Luxembourg. Tel. + 352 270 330 355. Authorised and supervised by the Commission de Surveillance du Secteur Financier.

The Royal Bank of Scotland International Limited trading as NatWest International (NatWest International). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey JE4 8PJ. Tel. 01534 282850. Regulated by the Jersey Financial Services Commission. Guernsey business address: Royal Bank Place, 1 Glategny Esplanade, St. Peter Port, Guernsey, GY1 4BQ. Tel. 01481 703860. Regulated by the Guernsey Financial Services Commission and licensed under the Banking Supervision (Bailiwick of Guernsey) Law, 1994, as amended, the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law, 2002, and the Protection of Investors (Bailiwick of Guernsey) Law, 1987, as amended. Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637190. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business and registered as a General Insurance Intermediary. NatWest International is the registered business name of The Royal Bank of Scotland International Limited under the Business Names Registration Act. Gibraltar business address: NatWest International House, 57 Line Wall Road, Gibraltar. Tel. 200 77737 or 200 73200. Regulated and authorised by the Financial Services Commission, Gibraltar to undertake Banking and Investment Business from 55 and 57 Line Wall Road, Gibraltar.

The Royal Bank of Scotland International Limited trading as Isle of Man Bank (Isle of Man Bank). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850. Regulated by the Jersey Financial Services Commission.

Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637000. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business and registered as a General Insurance Intermediary.

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Q Security Details Payment Authoriser and/or System Administrator

For a new eQ Application

When completed please send to:

Freepost JE738

eO Helpdesk

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.

eQ Helpdesk

2nd Floor

If sending from outside the UK please send to:

23-25 Broad Street JE1 1AF ST Helier Jersey JE1 8ND This is a new application Replacement form Existing customer numbers 1. Customer details: Full Business/Organisation name (including any trading name) I O M DEPARTMENT 0 F HEALTH & SOCIAL CA R Colin First name urne Surname 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 1 5 0 3 1 9 6 8 Date of birth Preferred daytime contact number (including extension if applicable) 0 1 6 2 4 6 8 5 0 3 6 Colin.Turner@gov.im Email address 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

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.

21/06/2021



Appendix How we use and share your information

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.

Q Security Details Payment Authoriser and/or System Administrator

For a new eQ Application

When completed please send to:

Freepost JE738

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.

eQ Helpdesk

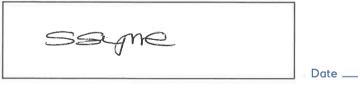
If sending from outside the UK please send to:

eQ Helpdesk 2nd Floor 23-25 Broad Street IF1 1AF 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) OM DEPARTMENT HEALTH SOCIAL CARE Shelley First name Syme Surname User ID (if known) Code/Security word (provided by yourself and used to identify you over the phone) Smythe 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 2 3 1 0 1 9 7 7 Date of birth Preferred daytime contact number (including extension if applicable) 0 1 6 2 4 6 8 7 0 2 4 Shelley.Syme@gov Email address

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.

Q 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.

If sending from outside the UK please send to:

When completed please send to: Freepost JE738 eO Helpdesk

JE1 1AF

eQ Helpdesk 2nd Floor

23-25 Broad Street

ST Helier
Jersev JE1 8ND

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This is a new application	V		OF	2	Rep	olac	eme	ent	forr	n [1																							
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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

BI

Date 15/6/2021

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 ser
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

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