

Amend or remove Business Internet Banking access for an existing user or close down access for your business



Guidance notes

Only use this form if you would like to change or remove an existing Business Internet Banking user's access, particularly where the user is leaving the business and no longer requires access to the business' accounts. This form can also be used to request a closedown of Business Internet Banking access for all users.

If you would like to register someone for Business Internet Banking, please follow the link: <https://business.bankofscotland.co.uk/online-banking/registration>

1. Business details

Business name

Your full name

Business sort code

Business account number

Your email address

Please note: If access is to be changed on more than one business, please complete a separate form for each business.

Your email address will be used for the purposes of this process only. We will let you know when your request has been completed or if we need to clarify any information.

2. Request type

What type of change you would like to make (please cross **one** box only):

Amend Business Internet Banking access for an individual user (please complete **Sections 3, 4 and 6**)



Remove Business Internet Banking access for an individual user (please complete **Sections 3, 5.1 and 6**)



Closedown Business Internet Banking, removing access for all users associated with the business (please complete **Sections 5.2 and 6**)



3. User details

Please provide the details below for the User. (**Please note:** this user must be registered for Business Internet Banking for the business stated in **Section 1**)

Username of the User whose access is to be amended

Full name of the User whose access is to be amended

Please note: a separate form must be completed for each user whose access is being varied. If you'd like to remove online banking access for all users, please use **Section 5** of this form.

4. Amend User access

4.1 User role

You can grant a level of access to a user based on your requirements. Please indicate the level of access for the user (please cross **ONE** box only):

☒ **Full Access User*** - has full access to the Business Internet Banking Service for all your accounts. They can view statements, balances and recent transactions; set up Online Payment Controls; make payments (subject to Online Payment Controls), transfers and bulk payments; set up and manage standing orders; cancel direct debits; apply for products; and request and authorise non-payment service tasks on their own - **go to Section 6**.

*The Full Access User role is reserved for users who are also Full Power Signatories on the business mandate. In processing this request if the User has not been set up as a Full Power Signatory, we will not be able to complete your request.

☐ **Delegate User:** can perform the same functions as a Full Access User, except apply for a bulk payment limit, set up Online Payment Controls, apply for products, and request and authorise non-payment service tasks on their own. The business can choose to restrict their access to specified accounts - **go to Section 4.2**.

☐ **View Only User:** can view statements, balances and recent transactions; standing orders and direct debits; and print or download statements. The business can also choose to restrict their access to specified accounts - **go to Section 4.2**.

Important: We provide a free service called Online Payment Control which enables you to control how payments are authorised for your business within Business Internet Banking. Any one Full Access user can change or remove any online individual payment limit without your knowledge or authorisation.

To find out more about your online payment options go to: www.bankofscotland.com/businessopc

4.2 Business account access

Please complete this section with account details for the Business detailed in **Section 1**.

Please note - a separate form is required for each business. We recommend that users should only be given access to those accounts where they have a genuine/specific need.

Do you require the user to have access to all of your accounts?

☒ **If YES** the user will be able to access all existing and accounts opened in the future including credit/charge cards and term deposit accounts - **go to Section 6**.



If NO please list all accounts you want the user to have access to in the table below. Please **do not** complete the table if you have answered **YES**.

	Branch sort code	Account number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>

4. Amend User access

4.2 Business account access

continued

Credit and charge account access

Please note: This is the 16-digit credit or charge card account number which can be found on your paper statement. This is **not** the number on the front of your card.

Card Credit and/or charge card account number

1																	
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Card Credit and/or charge card account number

2																	
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

32 Day Notice Accounts and Fixed Term Deposits

Please note: The Trade ID can be found on the confirmation which was issued when the 32 Day Notice Account or Fixed Term Deposit was set up. A Trade ID will be made up of numbers followed by the letters LS, CE or TS.

Please indicate the Trade ID for **32 Day Notice Accounts**:

Trade ID 1																	
Trade ID 2																	

Please indicate the Trade ID for **Fixed Term Deposit Accounts**:

Trade ID 1																	
Trade ID 2																	

If you need to list more accounts please complete another form, attaching to this request and enter the sheet number.

Sheet of

5. Remove User access

5.1 Remove Business Internet Banking access for a user

Please cross this box to confirm that Business Internet Banking access should be removed for the user stated in Section 3 – **go to Section 6.**



5.2 Closedown Business Internet Banking access for the business, removing access for all users linked to the business account

Please cross this box to confirm that Business Internet Banking access should be removed for all users associated with the business – **go to Section 6.**



Please note: selecting this option will cancel Business Internet Banking/Business Internet banking for **all** users.

6. Business Customer authorisation

Please ensure that this form is signed by the correct number of signatories in accordance with the current signing instructions of your account. These will have been specified as part of your bank account mandate. For example, you may have selected any two to sign and therefore we would require two Full Signatories to complete and sign the below Business Customer authorisation.

If you hold an account level mandate **only**, please sign this section in accordance with the guidance in Section 8.

By signing this form you acknowledge and accept that we will be entitled to act on any instructions given to us, and that we will not be required to investigate or validate any payment instruction given to us.

First authorised signatory

Your full name

Your signature

Date (DD MM YYYY)

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Third authorised signatory (if applicable)

Your full name

Your signature

Date (DD MM YYYY)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Second authorised signatory (if applicable)

Your full name

Your signature

Date (DD MM YYYY)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Fourth authorised signatory (if applicable)

Your full name

Your signature

Date (DD MM YYYY)

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7. The next steps

Please return the completed form to the following address making sure all additional forms are securely attached:

**Bank of Scotland, Customer Support Unit Internet Banking,
The Green Building, Kirkstall Road, LEEDS, LS78 1LB.**

Document Classification: Confidential when completed.

Storage: Secure storage.

Retention period: Six years after account closure.

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8. Business Customer authorisation

Signing the form

Signatories for the applicant/business should sign the form in accordance with the mandate held by the bank. For those businesses holding an account level mandate only, the following are the minimum requirements for the correct signing of the form for each type of organisation.

- ▶ **Sole Trader:** The individual should sign the form stating their designation.
- ▶ **Partnership:** ALL PARTNERS must sign the form. (A separate schedule may be used where there is insufficient room for all partners to sign the form.)
- ▶ **Limited Liability Partnership:** Two Members should sign.
- ▶ **Company (including a Company limited by guarantee):** Two Directors, a Director and the Company Secretary or a director in the presence of a witness should sign. If a witness signs, they must also provide details of their address. Please also ensure that the Company Number is noted on the form, and that the Certificate in Section 8 is also completed.
- ▶ **Clubs, Associations, Societies, Groups, Religious Organisations and Local Authority Schools:** Where governed by statute, the statutory provisions will require to be followed. In all other cases, the Secretary, treasurer, headmaster/headmistress and such other persons who have been authorised to complete and sign this Application. The persons must be authorised to sign in accordance with the provision (statutory and otherwise) governing activities of the applicant/business.
- ▶ **Building Societies, Friendly Societies, Industrial & Provident Societies:** A Member/Director of the Governing Board or the Secretary, unless there is delegated authority to an authorised signatory.
- ▶ **Public Self Governing Schools:** The parties who are identified by an Extract Minute of the Governing Board of the school, which should confirm the parties entitled to sign the Application.
- ▶ **Local Authority Schools in Scotland:** Headmaster or signatory under authority of the Officers of the School Board.
- ▶ **Local Authority Schools in England:** The parties who are identified by an Extract Minute of the Governing Board of the School as the parties who are entitled to sign the Application.
- ▶ **Higher and Further Education Colleges:** The parties who are identified by an Extract Minute from the College Council as the parties who are entitled to sign the Application.
- ▶ **Charities (other than Charitable Trusts):** if incorporated, i.e. a company – by a Director or the Company Secretary; if not incorporated – by the parties who are identified by a Minute of a meeting of the Committee Members as being the parties who are entitled to sign the Application.
- ▶ **Universities:** By the authorised signatories, as stipulated in an Extract Minute of the University Court / supreme governing body.
- ▶ **Trusts (including Charitable Trusts):** All trustees should sign the Application.

CERTIFICATE (to be signed and dated in the case of companies, partnerships, limited liability partnerships, corporate bodies and associations)

I certify that at a properly convened meeting of the [board of the company] / [board of the organisation] / [partners] / [members] / [officeholders] (**delete those that do not apply**) of the Customer it has been validly resolved that the Customer execute this mandate and that the persons named above be authorised to sign this mandate on behalf of the Customer.

I confirm that the signatures of the above persons are correct.

Signature*

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Date (DD MM YYYY)

Position*

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This Certificate should be signed as follows:

- ▶ **Limited Companies:** a director or the company secretary must sign and print his/her name and position.
- ▶ **Partnerships:** a partner must sign and print his/her name and position.
- ▶ **Limited Liability Partnerships:** a member must sign and print his/her name and position.
- ▶ **Corporate Bodies:** the secretary of the organisation (or equivalent office holder) must sign and print his/her name and position.