

BACS/BACSTEL-IP Services Application Form

Agency Bank – Customer Direct and/or Indirect Submitter



Please note – if filling out this form on screen please use the tab and arrow keys to move between the relevant fields. Ensure you do **not** use the return or enter keys. If filling out by hand, please complete this form in BLOCK CAPITALS and in black ink. Mark option boxes with an 'X'.

Completion notes are included to assist you

Checklist – please complete and return all of the relevant documents to your Bank

New set-up ☐ **OR** Transfer of sponsorship ☐

Service user number (Issued by BACS Operations on receipt of this application form)

(a) If 'Transfer of sponsorship', please complete your existing service user number

(b) If you have an existing service user number with NatWest, please quote the number here

Direct Debit ☐ **OR** Direct Credit ☐ (Please ensure credit limit in Section 2 is completed if you are applying to make payments via BACSTEL-IP) **OR** Both ☐

Submission type checklist – please mark with an 'X' when each section has been fully completed

	Section 1	Section 2	Section 3	Section 4	Section 5	Section 6	Section 7	Excerpt Minute
Direct submitters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Indirect submitters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Both	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

If you are a **PLC/Limited Company/Limited Liability Partnership**

Mark with an 'X' when completed

BACS/BACSTEL-IP Services Application Form – Agency Bank – Customer Direct and/or Indirect Submitter ☐

Direct Debit originators database contact and scheme details ☐

If you are an **Unincorporated Body**

BACS/BACSTEL-IP Services Application Form – Agency Bank – Customer Direct and/or Indirect Submitter ☐

Appendix A: Excerpt Minute (Unincorporated Body) ☐

Direct Debit originators database contact and scheme details ☐

If you are a **Sole Trader/Partnership**

BACS/BACSTEL-IP Services Application Form – Agency Bank – Customer Direct and/or Indirect Submitter ☐

Direct Debit originators database contact and scheme details ☐

BACS/BACSTEL-IP Services Application Form

Agency Bank – Customer Direct and/or Indirect Submitter



Completion notes

Section 1 – Customer details

General

For the purpose of this application, “your/my bank” refers to the bank where you hold your account whom you have requested to arrange access to the BACS/BACSTEL-IP Service on your behalf.

Full name/address of customer

The full registered trading name if a limited company, plus the trading name if applicable and full address.

Report notification e-mail address

BACS will use this as the default address to notify your Primary Security Contact that their reports e.g. Input Report, are available for collection from the BACS website. Once the BACSTEL-IP software is installed this can be amended and/or added to by one of the Primary Security Contacts.

Section 2 – Account details

Sort code and account number – account to be used for funding your payments.

Anticipated value of submissions (for Direct Credit users only) – this limit should cover all submissions sent within the frequency period stated. The limit suggested should be sufficient to cover items such as overtime and bonuses.

Suggested item limit – this limit will highlight any items over this value on your Input Report. Please note – these items will be processed in the normal way.

Section 3 – Bureau details

You must obtain this information from the Bureau you have nominated to make the payments on your behalf. This may be used for regular payments or contingency.

Section 4 – IP connection details (Direct Submitters/Both only)

Connection method

Dial-up Extranet

The BACS dial-up Extranet is a private network connecting submitters to BACS. It can be accessed using a directly dialled PSTN or ISDN number. It provides a direct, reliable and secure private connection as part of a managed BACS environment with control over the stability and performance of the connection, and therefore BACS can offer a 99.9% availability SLA, and guaranteed throughput speeds due to resilient infrastructure and dual suppliers of up to 100kbps.

Internet

This facility is available; however, you should be aware that the Internet is an open and unmanaged network and if you choose to select this as your preferred route there are no guaranteed service levels.

Payment submission and report collection across the Internet is ideal for those customers wanting to use their existing Internet infrastructure. Potentially high access speeds are achievable, however connection speeds into BACS are dependent on the number of other users submitting via the Internet at the same time. This and the usage of the worldwide web mean that BACS cannot provide any connectivity or throughput guarantees or SLAs.

Fixed Extranet

An extension of an organisation’s Intranet, usually for the purpose of sharing information with business associates.

The BACS fixed Extranet is a fixed link connection to a closed user group Virtual Private Network(VPN). This service, which is completely separate from the Internet, is designed for large volume customers who require a dedicated, always-on, managed connection, with speeds from 256kbps. The BACS fixed Extranet comes with BACS delivery and processing guarantees that provides the customer with both a managed service from their site(s) plus a 99.9% service availability guarantee.

Prior to installation each customer will need to choose the level of resilience they need for their fixed Extranet connectivity (Bronze, Silver or Gold), along with the fixed Extranet line speed (from 256 kbps) they require for their submission volumes.

BACSTEL-IP software package name

This is the name of your BACSTEL-IP software package. If you do not know this it can be obtained from your BACS software solution supplier.

Primary Security Contacts

It is a requirement that you nominate a minimum of two Primary Security Contacts per service user number to ensure that you have adequate holiday and illness cover.

A Primary Security Contact is the main contact for the service user number and will have access privileges to set up additional contacts. Additional contacts may have full or restricted privileges allocated by a Primary Security Contact. Smartcards are not specific to a service user number and may be used across all service user numbers with the same bank. Therefore, if you are a Primary Security Contact you only require one card per bank relationship.

Each Primary Security Contact will receive several e-mails (from both BACS and the Bank). A PIN will also be received either via e-mail or via PIN mailer. Please ensure they are retained as their content will be required to activate your Smartcards and register on BACSTEL-IP on the day of installation. No action is required with these e-mails until the installation date.

Please keep all correspondence secure and confidential.

Security

Smartcards and card readers

Access to the BACSTEL-IP Service is gained through the use of Smartcards. Card readers are also required for the operation of the Smartcards.

A Smartcard is also called an IC card or chip card i.e. a plastic card with a chip (or module) embedded in it.

There are two types of packages supplied:

PC installation

Standard – two Smartcards and one reader

Laptop installation

Standard – two Smartcards and one reader

The two Smartcards in the package will be allocated to those named in Section 5 or 6.

If you opt to only have one card reader please be aware that should it be damaged stolen etc. you will be unable to send payments until a replacement is available. Should you fall into this category, consideration should be given to your contingency arrangements.

Once your service user number is operating live on the service you will change to business as usual tariff for any additional Smartcards and card readers.

Charges for Smartcard(s), card reader(s) and software licences will be determined by your bank.

Your Smartcard and Smartcard software have a lifespan of three years after which they will require replacement. This will incur an additional charge at that time by your bank.

Section 5 – Primary Security Contacts (Direct Submitters/Both only)

It is a requirement that you nominate a minimum of two Primary Security Contacts per service user number to ensure that you have adequate holiday and illness cover.

A Primary Security Contact is the main contact for the service user number and will have access privileges to set up additional contacts. Additional contacts may have full or restricted privileges allocated by a Primary Security Contact.

Each Primary Security Contact will receive an e-mail with a user ID and password to enable them to access the reports.

Each Primary Security Contact must supply an out of hours telephone number. This will be used after normal working hours should the Bank require clarification on your BACS file.

Section 6 – Primary Security Contacts

Primary Security Contacts are required to read the Terms and Conditions and sign Section 5 or 6.

Section 7 – Customer agreement

This section provides the authorisation we require from you to use the new BACSTEL-IP Service, and your agreement with the relevant Terms and Conditions.

Excerpt Minute

If you are an Unincorporated Body please complete and sign Appendix A.

If you are a PLC/Limited Company/Limited Liability Partnership/Sole Trader/Partnership you do not need to return an Excerpt Board.

BACS/BACSTEL-IP Services Application Form

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Please note – if filling out this form on screen please use the tab and arrow keys to move between the relevant fields. Ensure you do **not** use the return or enter keys. If filling out by hand, please complete this form in BLOCK CAPITALS and in black ink. Mark option boxes with an 'X'.

1. Customer details – if limited company, give full registered name and trading name if applicable.

Name																				
Trading name (if applicable)																				
Address line 1																				
Address line 2																				
Address line 3																				
Address line 4 OR overseas country											Postcode									
Report notification e-mail address (the e-mail address to which you wish your BACSTEL-IP report notification to be sent)																				
If you are submitting outside of the UK please specify location																				

2. Account details

Account name																				
Account number						Sort code														
Direct Credit users only																£				
Largest anticipated value of submissions over a two day period including seasonal peaks																£				
Item limit – items exceeding this limit will be highlighted on the Input Report (optional):																				
Direct Debit users	£						Direct Credit users	£												
Application type											Volume									
(e.g. subscriptions, wages)										(e.g. approximate number of items per submission)										
Direct Credit Limit Frequency:	2 Day Rolling					<input type="checkbox"/>														

3. Bureau details – if applicable

Do you have arrangements under this service user number for a Bureau to also submit on your behalf either for regular payments or contingency purposes Yes ☐ No ☐

If 'Yes', please complete below. If 'No', please go to Section 4.

Bureau name																				
Bureau number	B																			
Address line 1																				
Address line 2																				
Address line 3																				
Address line 4											Postcode									

4. IP connection details (Direct Submitters/Both only)

Please indicate how you will connect to the service

Dial-up Extranet ☐ Internet ☐ Fixed Extranet ☐
(additional cost applicable)

BACSTEL-IP software details

Supplier's name(s)

Package name(s) and/or package ID(s)

1. _____
2. _____
3. _____

5. Primary Security Contacts (Direct Submitters/Both only) – a minimum of two Primary Security Contacts must be completed

Please note – Primary Security Contacts must also read and sign the Terms and Conditions in Section 5.4

5.1 Primary Security Contact 1

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐
(Please specify)

Contact name (first name and surname)

Daytime contact number (including area code)

Out of hours contact number (including area code) (mandatory)

E-mail address

Does this Primary Security Contact have an existing Smartcard for the NatWest BACSTEL-IP Service?

Yes ☐ No ☐

If 'Yes', a further Smartcard will not be issued. Please complete Section 5.3.1.

If 'No', a Smartcard will be issued. Please complete Section 5.3.2.

5.2 Primary Security Contact 2

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐
(Please specify)

Contact name (first name and surname)

Daytime contact number (including area code)

Out of hours contact number (including area code) (mandatory)

E-mail address

Does this Primary Security Contact have an existing Smartcard for the NatWest BACSTEL-IP Service?

Yes ☐ No ☐

If 'Yes', a further Smartcard will not be issued. Please complete Section 5.3.1.

If 'No', a Smartcard will be issued. Please complete Section 5.3.2.

5.3 Security – Smartcards and card readers

5.3.1 Existing Smartcard holders

If you have existing National Westminster Bank Smartcards and readers for the BACSTEL-IP Service you do not have to request additional ones across other National Westminster Bank service user numbers. Please list those existing Primary Security Contact cardholders who require access to this service user number.

Service user number

Cardholder name(s) (first name and surname)

Cardholder name 1

Cardholder name 2

If you do not wish to use these existing cards for any reason (e.g. you are changing your Primary Security Contacts) you can order some more by completing Section 5.3.2.

5.3.2 Non-existing Smartcard holders – if you do not have existing National Westminster Bank Smartcards and readers please complete the following:

Number of packages required
(two cards and one reader)

(If left blank we will assume you require one package – the minimum)

Type of card reader required:

PC

☐

OR

Laptop

☐

If you require Smartcards/readers in addition to the above package(s) please insert numbers: Smartcard

Reader

5.4 Primary Security Contacts Agreement

By signing, the Primary Security Contacts named in Sections 5.1 and 5.2:

- acknowledge that the Bank will need to disclose the Primary Security Contacts' identity and other information to its contractors and agents who are providing goods and/or services to the Bank in connection with the BACS/BACSTEL-IP Services and that identifiers relating to you will appear on various computer systems and records of the Bank, BACS and others in relation to transactions made under the BACS/BACSTEL-IP Services.
- authorise the Bank to make disclosures of information regarding the Primary Security Contacts as are reasonably required in connection with the operation of the BACS/BACSTEL-IP Services.

Primary Security Contact 1

Name _____

Position held _____

Date (DD/MM/YYYY) _____

Primary Security Contact 2

Name _____

Position held _____

Date (DD/MM/YYYY) _____

6. Primary Security Contacts (Indirect Submitters only) – a minimum of two Primary Security Contacts must be completed
Please note – Primary Security Contacts must also read and sign the Terms and Conditions in Section 6.3

6.1 Primary Security Contact 1

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐
(Please specify)

Contact name (first name and surname)

Daytime contact number (including area code)

Out of hours contact number (including area code) (mandatory)

E-mail address

For security purposes please advise your mother's maiden name

Does this Primary Security Contact have an existing Smartcard for the NatWest BACSTEL-IP Service? Yes ☐ No ☐

If 'Yes', a further contact ID and password is not required. If known please provide existing service user number.

If 'No', a contact ID and password will be issued.

6.2 Primary Security Contact 2

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐
(Please specify)

Contact name (first name and surname)

Daytime contact number (including area code)

Out of hours contact number (including area code) (mandatory)

E-mail address

For security purposes please advise your mother's maiden name

Does this Primary Security Contact have an existing Smartcard for the NatWest BACSTEL-IP Service? Yes ☐ No ☐

If 'Yes', a further contact ID and password is not required. If known please provide existing service user number.

If 'No', a contact ID and password will be issued.

6.3 Primary Security Contacts Agreement

By signing, the Primary Security Contacts named in Sections 6.1 and 6.2:

- acknowledge that the Bank will need to disclose the Primary Security Contacts' identity and other information to its contractors and agents who are providing goods and/or services to the Bank in connection with the BACS/BACSTEL-IP Services and that identifiers relating to you will appear on various computer systems and records of the Bank, BACS and others in relation to transactions made under the BACS/BACSTEL-IP Services.
- authorise the Bank to make disclosures of information regarding the Primary Security Contacts as are reasonably required in connection with the operation of the BACS/BACSTEL-IP Services.

Primary Security Contact 1

Name _____

Position held _____

Date (DD/MM/YYYY) _____

Primary Security Contact 2

Name _____

Position held _____

Date (DD/MM/YYYY) _____

The BACS/BACSTEL-IP Services Customer Terms and Conditions (Agency Bank) and the Business Customer Agreement for the TrustAssured Service Terms and Conditions (Agency Bank) are available to be read and printed online.

If for any reason you are unable to access them online, please ask your Relationship Manager for a copy.

- You confirm the details on the Application form are correct and agree to notify the Bank of any changes.
- You nominate the individuals whose details appear in Section 5 or 6 as your Primary Security Contacts and have authorised the Primary Security Contacts to operate the BACS/BACSTEL-IP Services; you further confirm you have authority to appoint or remove Primary Security Contacts.
- You confirm you have authority to sign for and on behalf of the Customer including any variations to the terms of the BACS/BACSTEL-IP services such as the addition or removal of accounts of the Customer to or from those services.
- You agree the BACS/BACSTEL-IP Services Customer Terms and Conditions and the Business Customer Agreement for the TrustAssured Services Terms and Conditions.

[illegible]

Customer signature(s)

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Position held _____

Date (DD/MM/YYYY) _____

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Position held _____

Date (DD/MM/YYYY) _____

Please complete the Application and sign, before returning it to your Relationship Manager.

The last page should be retained by you.

8. Direct Debit originators database contact and scheme details – Direct Debit users only

Date (DD/MM/YYYY)

Service user number

Sponsor code

Amendment type

Name

Address line 1

Address line 2

Address line 3

Address line 4 OR
overseas country

Postcode

Contact number

Fax number

Stamp of Authorising Bank

For Agency Bank – Relationship Manager use only

In accordance with the arrangements between us regarding your agreeing to act as Sponsoring Bank on behalf of certain of our customers for use of BACS/BACSTEL-IP, we hereby nominate our above customer to use this service and have provided to you all required documentation pertaining to our customer's use of the service.

This nomination falls within the terms of our Indemnity to you and that the date of this application is the commencement date, specified in respect of this customer, for the purpose of that Indemnity.

I confirm the account details and undernoted limit are correct and that this application has been sanctioned by us in accordance with our own credit risk standing arrangements and the application has been signed in accordance with the customer's mandate or Relationship Authority.

Authorised credit limit £

By nominating our customer to use the BACS System we hereby confirm that we have collected satisfactory evidence of the customer's identity and that we are compliant with all current FCA anti-money laundering regulations and any other relevant regulations.

Relationship Manager's signature

Name _____

Agency Bank name _____

Date (DD/MM/YYYY) _____

For NatWest Bank – Relationship Manager use only

We accept the nomination of the customer detailed within this application for BACS/BACSTEL-IP Sponsorship under the Indemnity held and received from the Principal (Agency Bank) and confirm that this application has been duly authorised by a known mandated signatory of the Principal who has nominated their customer for Sponsorship for the BACS Service. By accepting this application we also confirm that this arrangement is within any credit exposure limits agreed between the Bank and the Principal.

Relationship Manager's signature

Name _____

Location _____

Date (DD/MM/YYYY) _____

ISV number

Contact number

E-mail address

Please note – before sending the completed application to BACS Operations, the Relationship Manager should ensure the customer has completed all sections of the form. The BACS Operations address can be found on the Relationship Manager Guidance Notes that can be accessed from the 'What does the RM need to do next?' section of the UKCB Direct Debit pages: <http://cbfmnet.fm.rbsgrp.net/S1339/P2>

BACS/BACSTEL-IP Services Appendix A

Excerpt Minute, Unincorporated Body

Excerpt from Minute of Meeting of the Members/Committee

of (Name of organisation) _____ (“the Organisation”)

held at _____ (Address)

on (DD/MM/YYYY)

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Having considered:

- (a) the BACS/BACSTEL-IP Services Application Form (as appropriate);
 - (b) BACS/BACSTEL-IP Services Customer Terms and Conditions (Agency Bank); and
 - (c) the Business Customer Agreement for the Trust Assured Service (Agency Bank) (Direct Submitters only),
- together with the “Terms and Conditions”, it was resolved:

1. that the Terms and Conditions be hereby approved and adopted by the Organisation as the terms on which the Organisation shall use the BACS/BACSTEL-IP Services; and

2. that (Insert names of each of those signing Section 7 of the application form (7. Customer agreement))

1. _____ 2. _____

be and is/are hereby authorised (1) to sign on behalf of the Organisation the BACS/BACSTEL-IP Services Application Form(s) for the BACS/BACSTEL-IP Services (“the Agreement”), a copy of which was produced at the Meeting; and (2) to deliver the Agreement to the Bank together with this Excerpt Board Minute; and (3) from time to time at their discretion to add to or remove from the arrangements covered by the Agreement such accounts of the Organisation as they shall determine; and (4) from time to time to appoint such persons as they shall determine as Primary Security Contacts in addition to or in substitution for the persons referred to in resolution 3 below and also at their discretion to terminate any appointment as a Primary Security Contact; and (5) from time to time and in accordance with and subject to such directions as the Organisation may from time to time stipulate and on behalf of the Organisation to enter into and to bind the Organisation to such variations of the Agreement or the terms of the BACS/BACSTEL-IP Services or other contracts or documents relating to the BACS/BACSTEL-IP Services as they shall consider appropriate and in the interests of the Organisation **provided that** the Bank shall be entitled to assume that any such act performed by the persons hereby authorised complies with all the requirements of the Board and this paragraph (4); and

3. that the Organisation permits (Insert names of each of those signing Section 5 or 6 of the application form)

1. _____ 2. _____

(the “Primary Security Contacts”) to operate on the Organisation’s Account(s) kept with the Bank to access and to use the BACS/BACSTEL-IP Services; and

4. that the persons named as Primary Security Contacts under or pursuant to these resolutions are each authorised to receive on behalf of the Organisation the security devices referred to in the Terms and Conditions, and

5. that these resolutions do not in any way limit or affect the existing authorities to the Bank for operations on the Organisation’s account(s).

I certify that the above is a true excerpt from the recorded minutes of the Organisation.

Signature of Chairman

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Name _____

Date (DD/MM/YYYY) _____

BACS/BACSTEL-IP Services Agreement

The BACS/BACSTEL-IP Services Customer Terms and Conditions (Agency Bank) and the Business Customer Agreement for the TrustAssured Service Terms and Conditions (Agency Bank) are available to be read and printed online.

Please go to www.natwest.com/terms and enter nwb87077t for the BACS/BACSTEL-IP Services Customer (Agency Bank) Terms and Conditions and nwb087075t for the Business Customer Agreement (Agency Bank) for the TrustAssured Service Terms and Conditions.

If for any reason you are unable to access them online, please ask your Relationship Manager for a copy.

By signing:

- You confirm the details on the Application form are correct and agree to notify the Bank of any changes.
- You nominate the individuals whose details appear in Section 5 or 6 as your Primary Security Contacts and have authorised the Primary Security Contacts to operate the BACS/BACSTEL-IP Services; you further confirm you have authority to appoint or remove Primary Security Contacts.
- You confirm you have authority to sign for and on behalf of the Customer including any variations to the terms of the BACS/BACSTEL-IP services such as the addition or removal of accounts of the Customer to or from those services.
- You agree the BACS/BACSTEL-IP Services Customer Terms and Conditions and the Business Customer Agreement for the TrustAssured Services Terms and Conditions.