Your Fast-Track Guide to Bankline Registration

We want your registration for the Bankline Internet banking service to be straightforward and hassle-free. This guide includes advice on how to make the registration process even simpler.

Following the guidance completely will help avoid the risk of queries during processing which could potentially delay your access to the service. Please refer to this document during the online registration process and when completing your forms.

We look forward to receiving your registration.

Checklist

Please follow this step-by-step checklist before returning your registration forms to us.

1. Register Online
   - Complete the online process, referring to the notes on page ii of this document.

2. Print the Registration Forms
   - When prompted, print the relevant pages from the PDF document. See page iii for more details.
   - Once printed, follow the on-screen guidance to fully submit your registration.

3. Return the Signed Forms
   - See pages iii to iv for advice on completing the forms.
   - Electronic Services Registration Mandate
     Please ensure that you have:
     - completed Section 7.1 (limited company or limited liability partnership) or Section 7.2 (unincorporated body, society or trust)
     - completed Section 8 if you already use our electronic banking software
     - signed Section 9.
   - Third Party Authority Form(s) or Third Party Multiple Authority Form(s)
     Third party accounts are those held by subsidiaries or associate companies, i.e. different legal entities. If you are reporting such accounts, please ensure that you have:
     - completed the grey marked areas on page 1 of the form(s)
     - signed the relevant section of page 2
     - completed Section 3.1 (limited company or limited liability partnership) or Section 3.2 (unincorporated body, society or trust).
1. Register Online

General Tips
- For security, if you are not actively using the registration site for 10 minutes or more, any details entered will be lost.
- If you need to leave the site at any time, you can use the Save and Exit option. Simply note your Tracking ID number and return to complete your registration when convenient.

The following notes are grouped according to the screens in the registration process.

Enter your Company Details
- The Company Name, Sort Code and Account Number you enter should relate to your main trading account, i.e. the one used for your day-to-day transactions.
- The name should be entered as it is shown on the statement or cheque book for this main account.
- Dual Administration means that any changes you wish to make in Bankline must be authorised by a second independent user.
- If selected, you will therefore need another Bankline administrator to be available before your changes can be actioned.
- To allow for contingencies, we would recommend that you register three administrators if you are enabling Dual Administration.
- Address details should match the location where your main account statements are sent.

Enter User(s) Details
- The details entered here relate to your Bankline administrator(s). Once logged on to the service, they will be able to add further users for your organisation.
- The Secure Messaging section is optional and does not have to be completed.

Add More Accounts (optional)
- We would generally recommend that you do not complete this section during your initial registration.
- You will easily be able to select further sterling and currency (international) accounts to report once you have initially logged on to Bankline. Accounts related to your main trading account will normally be available to select immediately from a list in the service.
- By default, your Bankline billing account will be the main account that you entered earlier. To change this, select Input Sterling Account(s), complete the relevant account details and choose the ‘Billing’ option.
- If you decide to register currency (international) accounts, the details must be entered in the correct format. This will depend on the main trading account which you selected earlier.
- Where your main account is held with The Royal Bank of Scotland (RBS), further RBS currency accounts will have an alphanumeric account number, for example, LONBABUSD1.
- If you entered a main account held with NatWest, your NatWest currency account number(s) will consist of three parts, for example, 140-02-01882381.
- Currency account numbers can be found at the top of your statements. If you are unsure of the details, please contact your relationship team.
- Should you choose to add accounts held by your subsidiaries or associate companies (i.e. different legal entities), you will need to mark them as Third Party.
- The system will generate specific registration documents which are required to authorise access to these accounts.

Confirm Registration
- Please double check that the details entered are correct and that there are no typing errors. This is the last opportunity for you to check your application before the registration is complete.
- Should you find an error after this point, it may be necessary for you to restart the registration process.
- It is not possible to submit hand-written amendments to the printed registration forms.
2. Print the Registration Forms

Registration Submitted
- By selecting the Print Forms link, a window will open with your Bankline registration forms displayed in Adobe Acrobat® PDF format.
- Once you have printed them successfully, ensure you tick the I confirm… box and select Continue. Otherwise, your registration will not be stored online.

- You must print the Electronic Services Registration Mandate.
- If you entered third party accounts for subsidiaries or associate companies, you will also need to print the Third Party Authority Form(s).
- Where you have more than one third party account held by the same subsidiary or associate company (legal entity), you can reduce the paperwork required by completing a Third Party Multiple Authority Form. See the notes below for details.

Third Party Multiple Authority Form
- By default, the registration system produces a form for each third party account, which the subsidiary or associate company must sign.
- If more than one third party account is held by the same organisation (legal entity), you can combine them all onto one multiple authority form. You will then need only one signed form per organisation.
- To obtain the relevant PDF form, visit:
  - www.rbs.co.uk/rbsbanklinemultiple if your Bankline main account is held with RBS
  - www.rbs.co.uk/nwbanklinemultiple if your Bankline main account is held with NatWest.
- If using this multiple authority form, you can discard the automatically generated individual forms for these third party accounts.

3. Return the Signed Forms

General Tips
- Please only complete boxes or lines on the forms outlined in grey.
- Once complete, all of the forms should be returned to the address at the top of the Registration Mandate (unless you have been advised otherwise).

Electronic Services Registration Mandate

Section 7: Resolution
- Limited companies or limited liability partnerships (LLPs) must complete Section 7.1.
- Unincorporated bodies, societies or trusts must complete Section 7.2.
- If this registration is for a sole trader or partnership, please proceed to Section 8.

- Please ensure that the relevant person(s) as defined on the form sign this section.

Section 8: Are you an existing Electronic Banking Customer?
- If you are a current user of our PC-based Royline or BankLine electronic banking software, you must complete this section. Otherwise, please select ‘No’ and proceed to Section 9.
- Existing users should choose ‘Yes’ and indicate one or more reference (user ID) numbers for the current service.
- These numbers will have been notified to you in correspondence from the Bank. If you do not have them to hand, please contact our helpdesk.

Section 9: Confirmation
- Your registration must be signed in line with the bank account mandate.
- The Authorised Person(s) as detailed in Section 7 must sign and complete their details.

Third Party Authority Form or Third Party Multiple Authority Form
- If reporting third party accounts, you will have one or more Third Party Authority Forms within the PDF document.
- If you use these standard forms, you can only register one account per form. Please do not write any other account numbers on the printed document.
- However, as explained above, you can add several accounts held by the same subsidiary or associate company to a multiple authority form.
Please complete the grey underlined areas.
If using the multiple authority form, please enter the relevant third party account numbers. Remember that these must all relate to the same subsidiary or associate company (legal entity).

For a third party which is a limited company, limited liability partnership (LLP), unincorporated body, society or trust, you should enter the same date as shown in Section 3. The Authorised Person(s) should then sign the top section of this page.

The Authorised Person(s) of a third party sole trader or partnership must sign the bottom section of this page.

Section 3: Third Party Resolution

Limited companies or limited liability partnerships (LLPs) must complete Section 3.1.
Unincorporated bodies, societies or trusts must complete Section 3.2.
If the third party is a sole trader or partnership, no resolution is required and Section 3 need not be completed.

If completing Section 3.1 or Section 3.2, please enter details in the grey underlined areas and ensure that the relevant person(s) sign the form.

Any Questions?
If you have a query which is not answered here or on our website (www.rbs.co.uk/bankline), please call us on 0845 300 4246*, textphone 0800 917 0526.

* Lines are open between 9am and 5pm, Monday to Friday. Calls may be recorded. Maximum call charge from a BT landline is 3 pence per minute. Calls from other networks may vary.

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