



This form should be used when a Business Cash Card Administrator is unable to undertake an action via self-serve methods on the Business Cash Card portal. Details of what can be completed are shown below and any additional requests will not be actioned and should be undertaken by your Business Cash Card Administrators. If your Administrators require any additional support they should contact businesscashcard@rbs.co.uk.

Your information

Before continuing with this application, please read the information below which explains how we and others will use your personal and financial information during this application process. 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).

For full details about how we use the personal and financial information of our customers, please see our full Privacy Notice at www.rbs.co.uk/privacy.

Who we are

The organisation responsible for processing your personal and financial information is The Royal Bank of Scotland plc ("Royal Bank"), a member of NatWest Group.

The personal information collected here will only be used to confirm your identity in the event that we have contact with you via telephone.

The form can be used to request the following in Business Cash Card:

- Add a new Administrator to Business Cash Card
- Amend an existing User to become an Administrator

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. Please review the form carefully before completing to ensure that all relevant fields have been updated as this may result in delays to processing your request.

1. Business details

Business / Organisation name

User name

2. Action details

Please select the action you require, complete the reason why required and follow the steps advised:

Add a new Administrator to Business Cash Card - Complete section 3

Amend an existing user to become an Administrator - Complete section 4

Please advise reason why you are unable to self serve on this occasion. **(This must be completed in all cases).** An adviser may call you back to support you with your requirements.

3. New Administrator details

Title Mr Mrs Miss Ms Other If 'other' please specify

First name(s)

Surname

Date of birth (DD/MM/YYYY)

Country of nationality

Country of residence

Email address

Mobile number

4. Amend existing User

First name(s)

Surname

Email address

5. Confirmation

This section is mandatory and must be fully completed for all request types. Please ensure that this section is signed to the highest signing authority on the Bank Account mandate. This will avoid any delays to the processing of your request.

I/We confirm that the details stated above are correct at the time of signing and agree to notify the Bank of any changes.

I/We confirm that the Bank is authorised to appoint the Bank Administrator detailed who may in turn appoint other Business Cash Card Administrators and Business Cash Card Users

Signed in accordance with the bank account mandate.

Authorised signature(s)

Name (in full)

Date (DD/MM/YYYY)

Name (in full)

Date (DD/MM/YYYY)

Once completed and signed, please scan the form and email to: businesscashcard@rbs.co.uk