



# Bacstel-IP

## Service User Amendment Form

### How to complete the form

1 Please use a BLACK pen

2 Mark boxes like this 

If you make a mistake, do this and mark the correct box

3 Please use BLOCK CAPITAL LETTERS and leave one space between each word

AIB (NI) is responsible for your sponsorship into the Bacstel-IP service. Components of the service are provided by Bacs Payment Schemes Limited (Bacs) and the Royal Bank of Scotland Group. Changes to the provision of access to Bacstel-IP and your Customer Profile can be made as follows:

### 1. Bacstel-IP web channel

You can view and, in some cases, change details of your Customer Profile using the Bacs payment services website (also called the 'Bacstel-IP Web Channel'). Please refer to the Bacstel-IP Service User Guide. Your Primary Security Contact can also add further Additional Contacts using the Bacstel-IP web channel.

### 2. Indirect Service Users

All changes must be submitted using this Amendment Form.

### 3. Direct Service Users

All changes must be submitted using this Amendment Form apart from requests relating to smartcards.

- For changes relating to existing cards or requests for new cards, please complete the TrustAssured Service Business Customer Authorised Security Contact Application Form.
- To cancel or suspend a smartcard, please complete the TrustAssured Service Business Customer Authorised Security Contact Certificate Management Form.

Section 1 and the Declaration must be completed in all cases. Other sections only need to be completed if an amendment is required. Please complete in black ink and BLOCK CAPITALS.

### 1. Current customer details

Bacs Service User name (Name used to identify the Service User – maximum 33 characters.)

Bacs Service User Number (SUN)

### 2. Change of Bacs Service User name

Note – for Direct Debiting facilities, a bulk change needs to be completed, please consult your Relationship Manager.  
Please enter your new Bacs Service User name below:  
New Bacs Service User name

1 of 9

3. Change of Bacs Service User address

Enter new contact address for Service User. This address will be used to contact the Primary Security Contacts (PSC) and for the dispatch of ALL Smartcards to the PSC.

Customer Contact Name

Address

City

County

Postcode

Email address (Notifications and information will be sent to this email.)

4. Removal of Security Contact details for Alternative Security Method (ASM) Contacts only - for Public Key Infrastructure Smartcard (PKI) removal or suspension please complete the TrustAssured Service Business Customer Authorised Security Contact Certificate Management form.

It is strongly recommended that two Primary Security Contacts (PSC) are set up as a minimum. A PSC is the main contact for the Service User who will have access privileges to set up Additional Contacts (AC), but not additional PSCs. There must always be two PKI Smartcard contacts for Bacs Direct Users/Originators.

Primary Security Contacts can act on their own in amending the Customer Profile, appointing or deleting Additional Contacts and in all other respects in connection with Bacstel-IP.

The following ASM contact(s) should be removed:

Contact name  
(First name and surname)

Contact name  
(First name and surname)

Contact name  
(First name and surname)

Contact name  
(First name and surname)

5. Re-use of existing Primary Security Contact details

If you have Primary Security Contacts already registered to another Service User within the same organisation AND you wish these PSCs to act for this Service User, please complete the following details below. The existing privileges will be allocated. You should refer to the Bacstel-IP Service User Guide for more information on Primary Security Contacts, Additional Contacts and privileges.

Contact name 1  
(First name and surname)

Please link to SUN

Contact name 2  
(First name and surname)

Please link to SUN

Contact name 3  
(First name and surname)

Please link to SUN

6. New contacts and amendments to existing Security Contact

For a new contact requiring a PKI Smartcard, or an amendment to an existing contact using a PKI Smartcard, please complete the TrustAssured Service Business Customer Authorised Security Contact Application Form.

Please note: An existing PSC can set up Additional Contacts using the Bacs payment services website and allocate them all privileges, apart from signing and submitting privileges.

Contact details 1

Type of amendment (tick one).

New contact (complete all sections below) ☐ Amendment to existing contact details (only set out required changes) ☐

Contact type (tick one).

Primary Security Contact ☐ Additional Contact ☐

Security method

PKI Smartcard (Submission and signing privileges) ☐ Alternative Security Method (User ID/Password) (For report access privileges only) ☐

Title Mr/Mrs/Miss/Ms/Other – please specify

Contact name

First name and surname.

Security questions  
Contact’s date of birth  Day  /  Month  /  Year

Contact’s mother’s maiden name

This will be used for identification purposes when contacting AIB (NI). For contacts with ASM security, this will be used to retrieve your password.

Contact email address

Business phone number

Out of hours phone number

Please include area code. Only supply a phone number if the contact is willing to accept calls out of normal hours.

Please note: At least two contacts must provide out of hours details.

PSC/AC is aware of their obligations to comply with the relevant Bacs scheme rules. ☐

Contact details 2

Type of amendment (tick one).

New contact (complete all sections below) ☐ Amendment to existing contact details (only set out required changes) ☐

Contact type (tick one).

Primary Security Contact ☐ Additional Contact ☐

Security method

PKI Smartcard (Submission and signing privileges) ☐ Alternative Security Method (User ID/Password) (For report access privileges only) ☐

Title Mr/Mrs/Miss/Ms/Other – please specify

Contact name

First name and surname.

Security questions  
Contact's date of birth  Day  /  Month  /  Year

Contact's mother's maiden name

This will be used for identification purposes when contacting AIB (NI). For contacts with ASM security, this will be used to retrieve your password.

Contact email address

Business phone number

Out of hours phone number

Please include area code. Only supply a phone number if the contact is willing to accept calls out of normal hours.  
Please note: At least two contacts must provide out of hours details.

PSC/AC is aware of their obligations to comply with the relevant Bacs scheme rules. ☐

7. Add additional Bacs Approved Bureau to a Service User

Please complete this section where additional Bureaux are to be added to a Service User. Your Bureau will be able to tell you their Bacs Bureau number.

1. Bureau name (Name used to identify Bureau.)

Bureau Service User number

Please tick to confirm that the appointed Bureau has been approved by Bacs ☐

Where a Bureau is appointed, Bacs is authorised to act on all instructions received.

2. Bureau name (Name used to identify Bureau.)

Bureau Service User number

Please tick to confirm that the appointed Bureau has been approved by Bacs ☐

Where a Bureau is appointed, Bacs is authorised to act on all instructions received.

8. Removal of Bureau linked to a Service User

Please complete this section to remove a Bureau from a Service User.  
The following Bureau should be removed.

1. Bureau name (Name used to identify Bureau.)

Bureau Service User number

2. Bureau name (Name used to identify Bureau.)

Bureau Service User number

List the Bacs approved software product name and version number of Bacs software package that is to be added or removed by this Service User (these are provided by the software supplier).

Specify the sterling Bank Accounts to be used by this Service User and any limits and the limit period (frequency) for crediting facilities.

[illegible]



11. Declaration

Please amend our Bacstel-IP Customer Profile in line with the information provided in this Amendment Form. We agree to be bound by the Terms & Conditions of the service contained in the Customer Agreement for the Bacstel-IP Service.

We agree:

- We will ensure that all **Primary Security Contacts and Additional Contacts are made aware of their obligations to comply with the relevant Bacs scheme rules** and will take care of all security procedures supplied to them for Bacstel-IP, as described in the Customer Agreement and User Guide. Any reference to giving the Bank instructions in the Customer Agreement shall also apply to any instructions which appear to come from us or third parties we have appointed, as detailed on the Customer Profile for Bacstel-IP and given to Bacs in accordance with the security procedures and the Customer Agreement.
- That each Primary Security Contact acting alone has authority to appoint Additional Contacts, to amend the approval processes for all instructions and to amend the Customer Profile. When providing us with any information (including personal data) relating to identifiable living individuals you will have ensured that those individuals have consented, to the extent that it is required, to providing us with their information or that another lawful basis for the processing of their information has been established and that those individuals are aware of our identity and of our data protection notice.
- To the Bacstel-IP Customer Profile which has been detailed in this form and understand that detailed instructions and conditions relating to the use of Bacstel-IP are contained in the online Help Texts and User Guides.
- That the Primary Security Contact authority contained in this Amendment Form (Customer Profile) may differ from any other Mandates and authorities you hold relating to the applicable Accounts with you.
- That if the authority of a Primary Security Contact or an Additional Contact is removed we will inform AIB Group (UK) p.l.c. Bacs Customer Service.
- That, by signing this form, we are authorising and requesting that you, the Bank, accept debits to the Account(s) referred to in section 10 above in respect of the total value of all payments contained in each and every submission made or purporting to be made on our behalf (including by any Bacs Approved Bureau notified by us to you, the Bank) to Bacs and processed by Bacs, provided such payments are within the current limit agreed between you and us, the Customer. You agree that any such submission to Bacs may be made using any PKI service, or such other submission method as may be agreed from time to time.
- We will take appropriate steps to secure our information using anti-virus/anti-malware software as per section 7.1 of the Customer Agreement for the Bacstel-IP Service.
- To authorise AIB Group (UK) p.l.c. trading under licence as AIB (NI) to act in accordance with instructions issued by the Primary Security Contacts (PSCs) and/or Additional Contacts (ACs) nominated within 1) the TrustAssured Service Business Customer Authorised Security Contact Application Form and/or 2) the Bacstel-IP Service User Amendment Form.

For and on behalf of (Company name)

Partnership/Limited Company/PLC\*

Authorised signature\*\*

Date

DayMonthYear

Name

Position

For and on behalf of (Company name)

Partnership/Limited Company/PLC\*

Authorised signature\*\*

Date

DayMonthYear

Name

Position

\* Delete as appropriate.  
\*\* For customers who have agreed to the Customer Agreement, and for all Partnerships and Sole Traders, this Declaration to be signed by authorised person(s) in accordance with the Mandate.

For branch use only

I confirm that:

- Company representatives are fully aware of their obligations to comply with the relevant Bacs scheme rules. ☐
- The Customer Account details quoted are correct. ☐
- Section 11 of the application form has been signed by an authorised person(s) in accordance with the Mandate. ☐
- The customer has the authority to debit the Bank Accounts in Section 10 (crediting only) and that the Accounts in Section 10 are in the name of the same legal entity that has been approved as a Direct Debit Origination (debiting only). ☐
- Proof of identity and address has been obtained for all contacts with signing and submitting privileges. ☐
- Payment limit(s) defined above have been authorised and a copy of Branch/Head office sanction is attached. ☐
- A specific contingent liability Account has been opened. ☐
- The Customer Agreement for the Bacstel-IP Service has been issued to the customer. ☐

Relationship Manager's name

Contact telephone number

Credit Operations	Sanction Approved	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Number
<input type="text"/>		<input type="text"/>		

Bacs Customer Service contact details

Address: AIB, Bacs Customer Service, 92 Ann Street, Belfast, BT1 3HH.  
Telephone: (01604) 235515  
Email address: bacssupport@aib.ie



If you need this brochure in Braille, in large print or on audio, please ring 0345 646 0318<sup>†</sup> or pop into your local branch.

Customers with hearing or speech difficulties can contact us using the Relay UK service to convey the conversation by translating speech to text and text to speech. Please dial 18001 0345 646 0318<sup>†</sup> from a Textphone or by downloading the Relay UK app to your smartphone, tablet or PC.

<sup>†</sup> Lines open: Monday - Friday 09:00 - 17:00 (excluding bank holidays). Calls may be recorded.  
Call charges may vary - refer to your service provider.



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