



## Third Party Provider (TPP) Access

### iBB FAQ'S

1. What is a TPP?

As your payment accounts are accessible online through iBB you can now use new types of online services offered by third party providers, sometimes referred to as TPPs, to access your account information and/or to pay directly through your bank account.

2. What is an authorised and/or registered TPP

A TPP has to be authorised and/or registered with their National Competent Authority; e.g. Financial Conduct Authority (UK), Central Bank of Ireland (Republic of Ireland) or other European regulator in order to provide the new services described at 1 above (Learn more about TPP Security by visiting our iBB Security Centre).

3. What is an Account Information Service Provider, and how does it impact me?

An Account Information Service Provider (AISP) is a third party to whom you may grant consent to access information on your payment accounts.

4. What is a Payment Initiation Service Provider, and how does it impact me?

A Payment Initiation Service Provider (PISP) is a third party who may give you the option to pay directly from your payment account instead of using a debit or credit card. The TPP must get your consent to initiate a payment this way.

5. How long will an AISP have access to my information?

An AISP will have access to your payment accounts based on the number of days you have authorised, up to a maximum of 90 calendar days.

After your consent has expired you can re authorise access to your payment accounts up to a maximum of 90 calendar days.

6. Who is eligible to use the AISP functionality?

- a) Single company clients
- b) Single Validation and Single Authorisation Companies
- c) Single Validations and Dual Authorisation Companies

7. Who is eligible to use the PISP functionality?

- a) Single company clients
- b) Single Authorisation and Single Validation Companies
- c) Single and Dual Authorisation and Dual Validation Companies

(c) can avail of PISP but not AISP as currently Dual Validation is not supported

8. How do I get started if I want to avail of these new services?

You will be asked by the TPP to authorise access through your new iBusiness Banking channel. The TPP will redirect you to the new iBusiness Banking channel where you can log in using your existing log in details.

If you do not meet the eligibility (stated in Q6 and Q7) please call our iBusiness Banking Customer Support on 0345 241 1871+, lines are open Monday to Friday between 8:30am and 5:30pm (excluding Bank Holidays)

+ Call charges may vary, please refer to your service provider.

9. What happens if I try to use these services but I haven't called to discuss with iBB Customer Support?

A message will be displayed and you will be unable to proceed.

10. What happens if I can't log in to use these new services after discussing with iBB Customer Support?

Firstly, you need to check that your usual log in credentials are correct. If the issue persists you can contact iBB Customer Support on the number above (see Q8)

11. The Permissions displayed within the Grant Access screen are not what I consented to with the AISP?

We display the permissions which have been provided to us by the AISP. However, you may wish to review your permissions with the AISP by contacting them directly.

12. I have accidentally granted access to too many/too few accounts with the AISP?

Through iBB the access previously consented to cannot be edited. If you wish to amend the access you will need to do this through the AISP. The new access you consent to will override the existing access.

13. What do I do if my access is about to expire, will I get a reminder about this?

No, you will not get a reminder that access is about to expire. In the Manage Access website, you can view your TPPs, the status and the expiry date.

14. Do I have the option to extend the expiry date?

No, the access will expire on the date you chose with the AISP. You can re authorise the AISP's access if you wish (see Q12).

15. How do I revoke the access I have granted to an AISP?

You can revoke access to an AISP at any stage in our Manage Shared Account Information website using the links below.

First Trust Bank - <https://ibb.firsttrustbank.co.uk/openbanking/login>

Allied Irish Bank (GB) - <https://ibb.aibgb.co.uk/openbanking/login>

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