



# **iBusiness Banking**

## Guidance Notes

### For Indirect Users

## Introduction

These guidance notes relate to the completion of the 'Bacstel-IP Indirect User Application Form' for Customers who are using a Bureau to transmit their files to Bacs. All new Users of Bacstel-IP must complete the Application Form.

### Section 1. Customer details

**Bacs Service User Name** – a name to identify your business.

**Trading Name** – if your business trades under a different name, please insert the details here.

**Bacs Service User Number** – if you are an existing Bacstel Customer you must enter your User Number. Please tick the box provided if this User Number is transferring from another bank. If you are a new Customer, you should leave this field blank.

**Email Address** – this address is used as part of the Bacstel-IP registration. It may be a company email or that of an individual. Bacs notifications and information will be sent to this address. Please ensure that you write clearly and check the address carefully.

**Address** – this address is held as a permanent contact address for correspondence in relation to this application.

### Section 2. Organisation details

Larger organisations may wish to link together several Service User Numbers sponsored by First Trust Bank under the primary organisation name. The main benefit of this is that the same Primary Security Contact(s) can administer more than one Service User if desired. If this is likely to be the only Service User application from your organisation, you can leave this section blank.

### Section 3. Application type

Select all the options that are relevant to this User application.

### Section 4. Bank Account details

Enter the details of the Bank Accounts which will be used for this Bacs facility and tick the relevant Transaction type(s) i.e. settlement of Payments (Credits), collection of Direct Debits or both. For Users requiring further Accounts please complete the separate Additional Accounts form noting Account number details, limits and frequencies as required. This section must correspond with the Accounts listed as Bacs Settlement Accounts in Section 3 of the iBusiness Banking Application Form.

### Section 5. Bureau details

This section is pre-filled. No action is required.

### Section 6. Primary Security Contacts

**Primary Security Contact** - every Service User must nominate at least one Primary Security Contact (PSC). The PSC(s) must access all Bacs reports linked to this User Number. They will also be able to view the Service User details on the Bacs website and maintain certain fields of the Customer profile e.g. email notification address. PSC's also have the authority to add future additional contacts via the Bacs website. These additional contacts will also be able to download reports on behalf of this Service User.

### Section 7. Declaration

Ensure that the form is signed in accordance with the Bank Account Mandate. Once completed, the form is to be returned to your Relationship Manager.

If you need this brochure in Braille, in large print or on audio, ring 0345 600 5204<sup>†</sup> or ask your relationship manager. Customers with hearing difficulties can use our Text Relay Service by dialling 18001 0345 600 5204<sup>†</sup>.

<sup>†</sup> Calls may be recorded. Call charges may vary - refer to your service provider. Call into any business centre | Phone 0345 600 5204<sup>†</sup> | [www.aibgb.co.uk](http://www.aibgb.co.uk)



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