

Amendment Form — for use by a Single Entity

Corporate Online

Guidance notes

Please write clearly in the white spaces with capital letters or cross the boxes.

Mandatory fields within each section are marked *

Introduction

Name of Business/Customer name*

Customer Agreement Number*

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Please only complete sections where there is a new request or changes as appropriate.

This form is to be used to notify the Bank of **changes or additions** to your Corporate Online service. The following sections are included.

Section 1 **Account information changes**

Section 2 **Add/change facilities**

Section 3 **Smartcard/PIN replacement** - for a System Administrator

Section 4 **Add/amend System Administrator**

Section 5 **Delete System Administrator**

Section 6 **Business contact details or correspondence address change**

Section 7 **Amend to collection of charges account**

Section 8 **Personal and business information and Lloyds Banking Group**

Section 9 **Signing authority**

Ensure that this Amendment Form is signed accordingly and return directly to your relationship team.

1

Account information changes

Add or remove accounts, complete as appropriate.

Sterling Accounts

Sort code	Account number	Add	Remove
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non Sterling Currency Accounts

Currency type	Account name	Sort code (if applicable)	Account number	Add	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Master Business Credit Card - Option to Remove Only

If any of the above accounts are in the name of a Legal Entity that does not already view accounts within your Corporate Online connection, then please complete the appropriate Corporate Online Application Form, which can be obtained from Our Website appearing at www.corporateonline.co.uk/bos/col-support/forms/ or speak with your relationship team (please note that by signing the Corporate Online application form customers are also agreeing to be bound by the PKI agreement).

If you have no further amendments, please go to Section 9 and obtain the appropriate Authorisations then return the form to your relationship team.

2

Add/change facilities

	Add	Remove	Amend
View only. View your Banking information only, with no Inter Account Transfers or payment facilities	<input type="checkbox"/>	<input type="checkbox"/>	
Restricted service. Includes: View your Banking information. Inter Account Transfers, with no payment facilities	<input type="checkbox"/>	<input type="checkbox"/>	
Core service. Includes: View your Banking information. Inter Account Transfers. Bacs (including Faster Payments if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bacs limit (3 day value) Please provide total value of your maximum Bacs payments over 2 days. Available funds will not be affected.	£ <input type="text"/>		
CHAPS (same day payments)	<input type="checkbox"/>	<input type="checkbox"/>	
International Payment Facilities. (Includes: International Money movers, International Money movers with Live Rates, Basic Euro Money movers and Basic Euro Money movers with Live Rates).	<input type="checkbox"/>	<input type="checkbox"/>	
Dual Authorisation for Payment Instructions (this will apply as a minimum to all payment instruction types) If you have no further amendments, please go to Section 9 and obtain the appropriate Authorisations then return the form to your relationship team.	<input type="checkbox"/>	<input type="checkbox"/>	

This section can also be used to order an additional Smartcard for an existing System Administrator. Complete as appropriate.

Title* Mr Mrs Miss Ms Other (please specify)

Name of System Administrator (first name and surname)*

E-mail address*

Home address (for delivery of PIN)*

Postcode

Work address (for delivery of Smartcard UK Addresses Only)*

Postcode

Reason for request (cross box):

(a) Spare Smartcard required

(b) Smartcard due to expire/has expired

(c) Smartcard lost/stolen

Please enter last 4 characters of the serial number quoted on the Smartcard to be cancelled (if known)

(d) PIN forgotten/locked

(e) Other (please specify)

Reader required:

Yes

No

If you have no further amendments, please go to Section 9 and obtain the appropriate Authorisations then return the form to your relationship team.

When businesses apply for, or hold, products or services provided by us, we may acquire and process information relating to the business as well as personal data of individuals associated with the business. More information about how we use business information is available at www.bankofscotland.co.uk/businessprivacy

Who looks after your personal information

Your personal information will be held by Bank of Scotland plc which is part of the Lloyds Banking Group. More information on the Group can be found at www.lloydsbankinggroup.com

How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference agencies below and can access more information about how else we share your information in our full privacy notice.

Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested.
- from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments.
- from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies).
- in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.

You can find out more about where we collect personal information about you from in our full privacy notice.

Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.
- the right to get us to correct personal information that is wrong or incomplete.
- in certain circumstances, the right to ask us to stop using or delete your personal information.

- from 25 May 2018 you will have the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

Other individuals you have financial links with

We may also collect personal information about other individuals who you have a financial link with. This may include people who you have joint accounts or policies with such as your partner/spouse, dependents, beneficiaries or people you have commercial links to, for example other directors or officers of your company.

We will collect this information to assess any applications, provide the services requested and to carry out credit reference and fraud prevention checks. You can find out more about how we process personal information about individuals with whom you have a financial link in our full privacy notice.

How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services. Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

How we share personal information about insurance products

If you apply to us for insurance, we may pass your details to the relevant insurer and their agents. If a claim is made, any personal information given to us, or to the insurer, may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at www.bankofscotland.co.uk/businessprivacy or you can ask us for a copy.

How you can contact us

If you have any questions or require more information about how we use your personal information please speak to your usual bank contact or email the data privacy team at CBDataPrivacy@LloydsBanking.com

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on 0345 721 3141 (+44 131 337 4218 from outside the UK) and tell us you want to speak to our Data Privacy Officer.

Version Control

This notice was last updated in January 2018.

9	Declaration and Signing authority
9.1	Declaration

The Customer requests amendments, additional/new System Administrator(s) and/or new/amended facilities as above. The Customer agrees to be bound by the original Application Form and the terms and conditions relating to the Corporate Online service.

The Customer agrees to pay the cost, where applicable, of any additional/replacement hardware devices, which will be debited to the account specified on the original Application Form.

9.2	Signing authority
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Signature Position*

Date

Full Name (print)

* Please note that where the Customer is a sole trader, only the signature of that sole trader is required on this amendment form.

Signature Position*

Date

Full Name (print)

Witness Address (if applicable)

Postcode

For bank use only - Relationship Manager to complete

Prior to sending the Corporate Online forms to COL Registration, please ensure that the following steps have been completed:

RM Instruction Request checklist completed and included

RM confirmation email has been sent to COL Registration Team

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration Number 169628.

We are covered by the Financial Ombudsman Service (FOS). Due to the FOS eligibility criteria not all Bank of Scotland business customers will be covered.

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff.

Our complaints procedures are published at bankofscotland.co.uk/business