

## Request to change Online Banking user access level for business customers

In this form 'you/your' means the customer/account holder. 'We/our/us' means Cynergy Bank plc.

### Privacy Statement

We are committed to protecting your privacy and handling your data in an open and transparent manner. For the purposes of this Privacy Statement, the following definitions apply:

"Cynergy Bank Group" means Cynergy Bank plc and its group entities;

"Bank of Cyprus Group" means Bank of Cyprus Public Company Limited and its group entities.

Please read the statement below to understand how we collect, process and store your personal information:

- We collect the information within this form for the purpose of processing your application
- We collect information from all applicants in the case of joint or business applications
- We carry out credit checks and identity checks when you apply for services for you or your business and we will share your personal information with Credit Reference Agencies to help us with this
- We will continue to share your personal data with Credit Reference Agencies as long as you are a customer
- When we ask Credit Reference Agencies about you or your business, they will note it on your file
- You can find out more about Credit Reference Agencies on their website as listed in our Privacy Policy
- We will share your personal information 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 Privacy Policy
- We process personal data in order to perform banking transactions and offer financial services based on contracts with our customer but also to complete our acceptance procedure so as to enter into a contract with prospective customers
- We process personal data to comply with our legal obligations and statutory requirements
- We process personal data so as to safeguard the legitimate interests pursued by us or a third party.
- We process personal data if you have given us your specific consent for processing (for instance, consent to be contacted for marketing or promotional activity)
- In the course of performing our obligations your personal data may be provided to various departments within the Bank but also within the Cynergy Bank Group; and the Bank of Cyprus Group where we have a contractual requirement to do so following our separation from the Bank of Cyprus Group. We may also share your data with various other recipients so that we may perform our obligations, including service providers, suppliers, regulatory and public authorities. More information can be found in our Privacy Policy
- We will keep your personal data for as long as we have a business relationship with you as an individual. Once this relationship has ended we generally keep your data for up to ten (10) years but please see our Privacy Policy for more details. We keep prospective customer data for twelve (12) months from the date of notification of rejection
- You have a number of rights including, the right to receive access, the right to request correction, the right to request erasure and the right to object to processing of your personal data

The Privacy Policy is available on our website at <http://www.cynergybank.co.uk/privacy-policy/> and we will provide you with a full copy in response to your application for products and services.

Please tick this box to confirm all applicants have read the Cynergy Bank privacy statement above.

## 1. Existing user details

User ID\*  
(first 4 characters only)

Title

Mr

Mrs

Miss

Ms

Other

\_\_\_\_\_

Forename(s)\*

\_\_\_\_\_

Surname\*

\_\_\_\_\_

Email address\*

\_\_\_\_\_

Mobile telephone no.\*

Business name\*

\_\_\_\_\_

New access level required for **all** accounts

(if change in access level is only required for specific accounts, please leave blank and complete section 2). See page 4 for access levels available.

## 2. Accounts

Please list each business account for which you require the access level to be changed, with the full account number (as displayed on your statement or cheque book).

Account number

New access level required

Account name

\_\_\_\_\_

Account number

New access level required

Account name

\_\_\_\_\_

Account number

New access level required

Account name

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Account number

New access level required

Account name

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Account number

New access level required

Account name

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Account number

New access level required

Account name

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Account number

New access level required

Account name

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Account number

New access level required

Account name

\_\_\_\_\_

### 3. Declaration

The signatures of two Directors or a Director and Company Secretary are required for Companies; two partners for Partnerships; the Chairman and Treasurer for Charities; the account holder(s) for any other business account.

For and on behalf of  
(Business name) \_\_\_\_\_

By signing below you:

- i) confirm that all details you have supplied are true and complete;
- ii) authorise us to make enquiries about the individuals set out in Section 1, including enquiries at credit reference and fraud prevention agencies;
- iii) authorise us to disclose to credit reference and fraud prevention agencies details we hold about any individuals set out in Section 1. By signing below you acknowledge that credit reference agencies record searches and all information they record can be used by other lenders to assess applications from individuals and members of these individuals' households;
- iv) acknowledge that if false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how the information held by fraud prevention agencies may be used can be found on our website and in the enclosed conditions;
- v) authorise us to provide the user named in Section 1 with Online Banking services subject to the current version of the Business Current Account Conditions and you confirm having received a copy of those conditions;
- vi) confirm that you have read condition 16 in the current version of the Business Current Account Conditions and consent to us using your Data in the way described;
- vii) acknowledge your responsibility for checking statements regularly to ensure that transactions are in order, and are in accordance with the mandate on the account.

X		/ /	(dd/mm/yyyy)
Signature	Print name	Date	

X		/ /	(dd/mm/yyyy)
Signature	Print name	Date	

**Return your completed form to: Online Banking, Cynergy Bank, PO Box 80030, London EC4P 4NG**

#### For office use only

Signature(s) verified	<input type="checkbox"/>	Input by _____	Checked by _____
System updated	<input type="checkbox"/>	Date <span style="border: 1px solid black; padding: 2px 10px;">/ /</span>	Date <span style="border: 1px solid black; padding: 2px 10px;">/ /</span>

## Access levels available

Please specify in sections 1 and 2 access level required for each business account.

Access level	1 Full access	2 No external payments	3 Approve payments only	4 Input payments only	5 View only
<b>Online Banking Services</b>					
<b>Accounts</b>					
Account summary	✓	✓	✓	✓	✓
Account details	✓	✓	✓	✓	✓
Savings and deposits summary	✓	✓	✓	✓	✓
View savings and deposits details	✓				
Provide or cancel notice to withdraw from your notice account	✓				
Rollover, mature or make a partial withdrawal from your Bond	✓				
Transaction history	✓	✓	✓	✓	✓
Online transaction status	✓	✓	✓	✓	✓
Cancel online transactions that have not yet completed	✓	✓		✓	
Account analysis	✓	✓	✓	✓	✓
Cash flow forecast	✓	✓	✓	✓	✓
<b>Payments</b>					
Input transfer between your Cynergy Bank accounts	✓	✓		✓	
Approve transfer between your Cynergy Bank accounts	✓	✓	✓		
Input a payment	✓			✓	
Approve a payment	✓		✓		
Import payments from your accounting package	✓			✓	
Approve payments imported from your accounting package	✓		✓		
View Direct Debits	✓	✓	✓	✓	✓
Cancel Direct Debits	✓	✓	✓	✓	
View standing orders	✓	✓	✓	✓	✓
Input new standing orders	✓			✓	
Approve new standing orders	✓		✓		
Edit standing orders	✓				
Cancel standing orders	✓	✓	✓	✓	
<b>Account Services</b>					
Activate debit card request	✓				
Request to stop a cheque	✓	✓	✓	✓	
Approve stop cheque request	✓	✓	✓		
Order cheque books and paying-in books	✓	✓	✓	✓	
Set up and amend text alerts	✓	✓	✓	✓	✓
View/print documents and statements	✓	✓	✓	✓	✓