

Business On Line application pack for Northern Ireland customers

For completion by Limited Companies,
Sole Traders and Partnerships

Bank of Ireland  **UK**

Northern Ireland's Enterprise Bank

Frequently asked questions

Q. What do I need to do?

A. You need to complete the relevant forms on the pages detailed below

- Limited Company complete, pages 3, 4, 7, 8, 9, 10
- Sole Trader/Partnership complete, pages 5, 6, 7, 8, 9, 10

Once completed, you can then return them to your local branch

Q. What charges are associated with Business On Line?

A. Transaction and monthly subscription charges apply to Business On Line. Please refer to the Electronic Banking Fees and Charges section of the Schedule of Charges for Business Customers for full detail.

Q. Is training provided?

A. We provide training to all new Business On Line customers free of charge. Training is available on our Online Portal 24/7 and our dedicated help desk is always on hand for any queries you may have.

Q. Once I am set up is ongoing support available?

A. Yes, you can contact our helpdesk on 0345 309 8123* (8am - 6pm, Monday - Friday)

Q. What is the role of an Administrator?

A. The Administrator role includes setting up and removing Local Users, allocating and deleting passwords, setting access rights and authorisation limits, providing training to new Local Users and regularly checking the audit log of transactions

Q. How many Administrators are required for Business On Line?

A. Only one Administrator is required for Business On Line, but as the Administrator sets up and controls who has access to the Business On Line system and the level of access is assigned to each user, we strongly recommend the appointment of two Administrators

Q. Where can I find the Terms and Conditions and Handbook?

A. The Terms and Conditions and Handbook are available from your local branch/Account Manager, a copy of which you should have received upon opening your Business On Line profile in printed format or by email. Both documents are also available on www.bankofireland.co.uk/business

Q. How do I contact Business On Line?

A. **Postal Address:** Business On Line Support Unit, Bank of Ireland, Group Payments, Operation Centre (1st Floor), Cabinteely, Dublin 18

Email: electronic.banking@boi.com

Web Address: www.businessonline-boi.com

Telephone Numbers: Sales Support: 0345 604 5552*

Help Desk: 0345 309 8123* (For Existing Business On Line Customers Only)

Q. What are the technical requirements to support Business On Line?

A. Please refer to the technical specifications in our Business On Line Customer Handbook which can be found on our website www.bankofireland.co.uk/business.

*Local call rates apply. Call costs may vary depending on your service provider.

Checklist - for branch use only

Check Legal Agreements

(Please complete application pack using **BLACK** ink)

- Check signatures - where a Board Resolution has been completed ensure signatures are correct ☐
- Confirm account numbers relate to the legal entity listed in the agreement ☐

Branch Branding

- Sign, note Signature Number, Date, confirm if company has only 1 director and no secretary and Branch Brand (please note signature must correspond with the Authorised signature manual) ☐

Originals or Copies

- Limited Company, pages (Copies) 3, 4, 7, 8, 9, 10 ☐
- Sole Trader/Partnership complete, pages (Copies) 5, 6, 7, 8, 9, 10 ☐

Post a COPY of the pages detailed above along with the Original Administrator details to:

Business On Line Support Unit,
Bank of Ireland,
Group Payments,
Operation Centre
(1st Floor), Cabinteely,
Dublin 18



1. Resolution

BANK USE ONLY Account Manager Name (Block Capitals) _____ Phone Number _____ Application Verified Signed (Authorised Official) _____ Date _____ Signature No. _____ <div style="display: flex; justify-content: space-between;"> [D][D][M][M][Y][Y][Y][Y] [][][][] </div>		Does the company have only 1 Director and no secretary? yes <input type="checkbox"/> no <input type="checkbox"/>	Branch Brand _____
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At a meeting of the Board of Directors of _____

Held on the [D][D] day of _____ in the year [Y][Y][Y][Y]

There was produced to the meeting:

A Bank of Ireland UK Business On Line Agreement ("the Agreement") comprising the following:

- | | |
|--|--|
| (a) Legal Agreement (comprising Resolution, Application & Indemnity and Account Form); | (b) Conditions of Use ¹ ; and |
| | (c) Customer Handbook ² |

to be entered into by the Company in relation to certain electronic banking services (the "Services") being provided to the Company by the Bank through the Internet or such other communications networks as may be authorised by the Bank from time to time in connection with the Services or any of them. All documents listed at (a) - (c) above shall form part of this Agreement.

The Directors of the Company having considered the Agreement, it was resolved that:

- The Company be and is hereby authorised to use the Services being provided by the Bank and which will be accessed by the Company and under which the Company can at any time and from time to time have access to its accounts, financial information or other information or services capable of being accessed as a result of the Company using the Services (or such lesser rights of access to accounts or financial information or other information or services as the case may be, as an Administrator may from time to time in their absolute discretion prescribe) and in addition under which the Company can make transfers from or credits to other accounts wheresoever held, where so authorised by an Administrator, as prescribed by the Agreement.
- Mr/Ms _____ (Block Capitals) a director of the Company³ and
 Mr/Ms _____ (Block Capitals)
 both Director / Secretary of the Company be and are hereby authorised to execute the Application in connection with the access and use by the Company of the Services through Business On Line.
- Mr/Ms _____ (Block Capitals) and
 Mr/Ms _____ (Block Capitals)
 are hereby appointed as an Administrator for the Company (herein together referred to as the "Administrator"), as such term is defined in the Conditions of Use.
- An Administrator is authorised:
 - to confirm in writing to the Bank the identity of the Originating Accounts (as defined in the Conditions of Use) of the Company in respect of which the Services or any of them will be provided as of the date of execution of the Agreement, together with the identity of the Nominated Account (as defined in the Conditions of Use);
 - to advise the Bank in writing from time to time of any changes to, deletion or addition of Originating Accounts of the Company accessed through the Services; and
 - to perform the other functions identified in the Agreement, as same may be amended or varied from time to time.
- Any changes to the identity of an Administrator shall be notified to the Bank by the then Director/Secretary of the Company.

I certify that the above is a true copy of the original Resolution duly passed by the Board of

Directors of _____ **in accordance with its Articles of**

Association at a meeting held on the [D][D] **day of** _____ **in the year** [Y][Y][Y][Y]

Chairperson _____ **(Signature)**

Director/Secretary⁴ _____ **(Signature)**

¹ The text of this document is available at the following Bank website ("the Website") www.bankofireland.co.uk/business or in paper format from Business On Line Support Unit, Bank of Ireland, Group Payments, Operation Centre (1st Floor), Cabinteely, Dublin 18.

² The text of this document is available at the Website www.bankofireland.co.uk/business

³ If a sole director/no company secretary, the authority of the sole director is sufficient but must be witnessed by the customer's solicitor or accountant or by a Bank official.

⁴ Must be signed by an individual other than the Chairperson who has signed above. If a sole director/no company secretary, the signature of the sole director is sufficient but must be witnessed by the customer's solicitor or accountant or by a Bank official.

2. Application & Indemnity

The Company wishes to access the Services hereinafter more particularly identified and in connection with the use of the Services the Company is issuing to Bank of Ireland (UK) plc (the "Bank") this Application.

By execution of this Application the Company:

- (a) indemnifies and agrees to keep indemnified the Bank against all claims, demands, liabilities, losses, costs (including legal fees on a full indemnity basis), actions, proceedings, charges and expenses whatsoever and howsoever arising which the Bank may incur or suffer by reason of providing the Services to the Company and including but not limited to:
 - (i) the Bank acting on any instructions received through the Services;
 - (ii) any breach by the Company of this Application or of the Agreement;
 - (iii) any errors contained in any instructions submitted by the Company;
 - (iv) any unauthorised borrowings arising by reason of the operation of the Services by the Company;

and authorises the Bank to debit any account(s) in the name of the Company with any sums payable by the Company under this indemnity, provided always, however, that the Company shall not incur any liability for any such claims, demands, liabilities, losses, costs, actions, charges and expenses as are referred to in this paragraph where they arise out of any fraud or negligence duly proved on the part of the Bank or its employees. For the avoidance of doubt this indemnification shall also apply to any further electronic banking services provided by the Bank to the Company, which the Company applies for (by application of the Administrator or otherwise) subsequent to the date of this Application and Indemnity (including but not limited to the provision of Electronic Funds Transmission Services).

- (b) hereby confirms to and for the benefit of the Bank that an Administrator may, (notwithstanding the terms of any mandates already provided by the Company to the Bank in respect of the operation of its accounts) at any time and from time to time by letter in writing to the Bank, amend the provisions of any mandate given by the Company to the Bank in respect of any Originating Account:
 - (i) by the deletion of certain account(s);
 - (ii) by the addition of certain account(s); or
 - (iii) by the addition and deletion of certain account(s).
- (c) acknowledges that the Bank may admit, compromise or reject any claims made upon the Bank in connection with the use of the Services without reference to or authority from the Company.
- (d) acknowledges and agrees that if the Company has an expressly agreed overdraft facility, that the Services shall be operated at all times within such facility. The Company further acknowledges and agrees that any implied limit (if any) on any account of the Company will not under any circumstances be recognised or taken into account in connection with the operation of the Services.

The Company has read and agrees to be bound by this Application and all of its terms and the Conditions of Use and the Customer Handbook, all of which as may be amended from time to time. Words and phrases not specifically defined in this Application shall have the same meaning as in the Conditions of Use when used in this Application.

This Application and Indemnity dated the day of in the year

Director _____ (Signature)
 (Block Capitals)

Director/Secretary _____ (Signature)
 (Block Capitals)

for and on behalf of (Company Name)

as authorised by a Resolution, a certified copy of which is attached, passed by the Board of Directors

on the day of in the year

These signatures must correspond to the nominated signatories in Point 2 of the Board Resolution (previous page)



1. Application & Indemnity

BANK USE ONLY Account Manager Name (Block Capitals) _____ Phone Number _____ Application Verified Signed (Authorised Official) _____ Date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Signature No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Branch Brand
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Customer name

Address

(hereinafter called the "Customer") wishes to access the Services hereinafter more particularly identified and in connection with the use of the Services the Customer is issuing to Bank of Ireland (UK) plc (the "Bank") this Application.

By execution of this Application the Customer:

- (a) indemnifies and agrees to keep indemnified the Bank against all claims, demands, liabilities, losses, costs (including legal fees on a full indemnity basis), actions, proceedings, charges and expenses whatsoever and howsoever arising which the Bank may incur or suffer by reason of providing the Services to the Customers and including but not limited to:
- (i) the Bank acting on any instructions received through the Services;
 - (ii) any breach by the Customer of this Application or of the Agreement;
 - (iii) any errors contained in any instructions submitted by the Customer;
 - (iv) any unauthorised borrowings arising by reason of the operation of the Services by the Customer;

and authorise the Bank to debit any account(s) in the name of the Customer with any sums payable by the Customer under this indemnity, provided always, however, that the Customer shall not incur any liability for any such claims, demands, liabilities, losses, costs, actions, charges and expenses as are referred to in this paragraph where they arise out of any fraud or negligence duly proved on the part of the Bank or its employees. For the avoidance of doubt this indemnification shall also apply to any further electronic banking services provided by the Bank to the Customer, which the

Customer applies for (by application of the Administrator or otherwise) subsequent to the date of this Application and Indemnity (including but not limited to the provision of Electronic Funds Transmission Services).

- (b) hereby appoint(s) Mr/Ms
and Mr/Ms
as Administrators of the Customers (herein together referred to as the "Administrator"), as such term is defined in the Conditions of Use.

- (c) hereby confirm to and for the benefit of the Bank that an Administrator may, (notwithstanding the terms of any mandates already provided by such Customer to the Bank in respect of the operation of their accounts) at any time and from time to time by letter in writing to the Bank, amend the provisions of any mandate given by the Customer to the Bank in respect of any Originating Account:
- (i) by the deletion of certain account(s);
 - (ii) by the addition of certain account(s); or
 - (iii) by the addition and deletion of certain account(s).
- (d) acknowledge that the Bank may admit, compromise or reject any claims made upon the Bank in connection with the use of the Services without reference to or authority from the Customer.
- (e) acknowledge and agree that if the Customer have an expressly agreed overdraft facility, that the Services shall be operated at all times within such facility. The Customer further acknowledge and agree that any implied limit (if any) on any account of the Customer will not under any circumstances be recognised or taken into account in connection with the operation of the Services.

The Customers have read and agreed to be bound by this Application and all of its terms and the Conditions of Use¹ and the Customer Handbook², all of which as may be amended from time to time. Words and phrases not specifically defined in this Application shall have the same meaning as in the Conditions of Use when used in this Application. References in the Legal Agreement, Conditions of Use and the Customer Handbook to the "Customer" shall be deemed to mean the Partners. All and any covenants, agreements, indemnities and provisions in the Conditions of Use, the Customer Handbook and the Application shall have effect as if they were joint and several covenants, agreements, indemnities and provisions by the Partners.

¹ The text of this document is available at the following Bank website ("the Website") www.bankofireland.co.uk/business or in paper format from Business On Line Support Unit, Bank of Ireland, Group Payments, Operation Centre (1st Floor), Cabinteely, Dublin 18.

² The text of this document is available at the Website www.bankofireland.co.uk/business

This Application dated the day of in the year

Sole Trader

Customer
(SIGNATURE) (Full name in block capitals)

Partnership Signatures

Partner
(SIGNATURE) (Full name in block capitals)

Partner
(SIGNATURE) (Full name in block capitals)

Partner
(SIGNATURE) (Full name in block capitals)

Partner
(SIGNATURE) (Full name in block capitals)

Partner
(SIGNATURE) (Full name in block capitals)

Partner
(SIGNATURE) (Full name in block capitals)

3. Account details

This section of the Application form must be completed by an Administrator nominated by the Customer in the application and indemnity (Section 1) in respect of all the Originating Accounts of the Customer for which the Services will be provided. Defined terms bear the meaning appearing in the Conditions of Use.

Customer Name	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
Email Address	<input type="text"/>		
Telephone	<input type="text"/>	Fax	<input type="text"/>
Customer Administrator	<input type="text"/>	(Block Capitals)	
Customer Administrator	<input type="text"/>	(Block Capitals)	
The Administrator(s) must sign in the box at the bottom of this page.			
Bank Contact Name/Account Manager	<input type="text"/>		
Principal Branch Name	<input type="text"/>	Principal Branch NSC	<input type="text"/>

Customer Nominated Account to which monthly subscription charge will be charged

NSC	A/C NUMBER	CURRENCY
<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>

Administrator Mobile Phone Number for Business On Line Security Codes

Administrators Mobile Phone Country Prefix (please tick appropriate)

+353 ☐ +44 ☐ +1 ☐ other

Administrators Mobile Phone Number

The Administrator Mobile Phone number will be used when (1) An Administrator requires an activation code to begin their set up of the KeyCode solution and (2) The Administrator Mobile Phone number will be used for necessary service communications which shall include but not be limited to information on service changes, security, service disruption/outages, confirmation on amendments on BOL, application status, contact detail confirmation and payee authentication.

Daily Payment Control Limit

Daily Payment Control Limit

Your Daily Payment Control Limit is the maximum amount you can send to third parties on Business On Line on one day. It is an important control measure and you should set it to an appropriate figure for your payment requirements.

I/We hereby confirm that on behalf of the Customer that all details are correct and apply, on behalf of the Customer, for the services identified above.

ADMINISTRATOR (SIGNATURE) Date

ADMINISTRATOR (SIGNATURE) Date

Customer originating account details

Only Accounts in the Name of the Customer shall be listed

NSC	A/C NUMBER	CURRENCY
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Additional Account Numbers

Domestic Accounts

NSC	A/C NUMBER	CURRENCY
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International

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Additional BOI Commercial Card

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Confidential administrator details

Administrator details

Please complete and return in a sealed envelope with Legal Agreement. Please note all fields are mandatory.

Company Name	<input type="text"/>		
Administrator Name	<input type="text"/>		
Title	<input type="text"/>	Email address	<input type="text"/>
Work Mobile Number	<input type="text"/>	Fax	<input type="text"/>

I hereby confirm for your purpose the following information, which the Bank will use for identification purposes in dealing with me in my role as Administrator. (Note: All five fields are mandatory for security reasons)

Date of Birth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Middle Name	<input type="text"/>						
Work Phone Number	<input type="text"/>						
Mother's Maiden Name	<input type="text"/>						
Home Address Post Code	<input type="text"/>						

Administrator Signature	<input type="text"/>						
Date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Confidential administrator details

Administrator details

Please complete and return in a sealed envelope with Legal Agreement. Please note all fields are mandatory.

Company Name	<input type="text"/>		
Administrator Name	<input type="text"/>		
Title	<input type="text"/>	Email address	<input type="text"/>
Work Mobile Number	<input type="text"/>	Fax	<input type="text"/>

I hereby confirm for your purpose the following information, which the Bank will use for identification purposes in dealing with me in my role as Administrator. (Note: All five fields are mandatory for security reasons)

Date of Birth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Middle Name	<input type="text"/>						
Work Phone Number	<input type="text"/>						
Mother's Maiden Name	<input type="text"/>						
Home Address Post Code	<input type="text"/>						

Administrator Signature	<input type="text"/>						
Date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Business On Line

Bank of Ireland UK is a trading name of Bank of Ireland (UK) plc. Registered in England and Wales (No. 7022885), Bow Bells House, 1 Bread Street, London EC4M 9BE.