

Application form for Isle of Man Bank Online Banking and Telephone Banking (Personal)

To apply for Isle of Man Bank Online Banking please print off and complete this application form. A separate application must be made for each person who is to be given access to Online Banking and Telephone Banking. We can only accept applications from customers aged 16 or over. Once you have completed all the information, please return to the address below. Please also ensure that you have signed the signature box at the end of the form. Please use BLOCK CAPITALS and black ink to complete the form and return it to:

**Isle of Man Bank
PO Box 11
St Helier
Jersey
Channel Islands
JE4 8PJ**

Your information

We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our Privacy Notice provided on our website at <https://www.iombank.com/global/privacy-notice.html>

We may update this from time to time and would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

Your Personal details

Title Mr Mrs Miss Ms Other If other, please specify

First name(s)

Surname

Date of birth

Statement Address line 1

Address line 2

Address line 3

Address line 4

Postcode

Country

Telephone number (home including international dialing code)

Telephone number (business including international dialing code)

Mobile telephone number (including international dialing code)

Email address

Personal account details

Provide the sort code and account number of your main Isle of Man Bank account. All associated accounts which you operate under your sole signature or an either/any to sign basis will be visible in Online Banking.

Sort code

Account number

Confirming your agreement

1. I wish to use the Isle of Man Bank Online Banking and Telephone Banking services.
2. I have read and accepted the terms and conditions below.

Giving your consent

It is important that you read and understand the section entitled Your Information at the top of this application form.
By signing this application, you agree that we can use your information in this way.

Signature: Date

Terms and Conditions for Isle of Man Bank Telephone and Online Banking Services

These Terms apply to the Online Banking and Telephone Banking services and form part of the agreement between you and us, The Royal Bank of Scotland International Limited trading as Isle of Man Bank (Isle of Man Bank). The terms that apply to the account(s) you access through Online Banking (your Account Terms), also form part of our agreement. Your Account Terms include details of how payments are made, what happens if something goes wrong and how we use your information, so it's important that you read them carefully together with these Terms.

Customers of Isle of Man Bank are advised that National Westminster Bank plc ("NatWest plc") provide technology support to the online banking service and this will enable NatWest plc in the UK to access your account data. In subscribing for this service, you consent to and authorise this access.

Security procedure

1. You must keep your security details (which include the identifying words, codes and numbers agreed between us) secret and take all reasonable precautions to prevent unauthorised or fraudulent use of them.
2. You must not disclose your security details to any other person or record them in any way that may result in them becoming known to another person.
3. After initial registration we will never contact you, or ask anyone to do so on our behalf, with a request to disclose your security details in full. If you receive any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and you must not supply your security details to them in any circumstances. You should report any such requests to us immediately.
4. If you suspect someone knows your security details you must contact us immediately.
5. You will be responsible for all instructions given by you or anyone acting with your authority between the time you pass the security procedure and the time you exit from our services. Please note that this includes any input errors or instructions sent by anyone but yourself. You should not leave the device you are using unattended while you are logged on to one of our services.
6. You are responsible for making sure information either stored or shown on your device(s) is kept secure.

Availability of the services

7. While we will make reasonable efforts to provide our services, we will not be liable for any failure to provide them for any cause that is beyond our reasonable control. This includes, in particular, any suspension of our services resulting from maintenance and upgrades to our systems or the systems of any party used to provide our services, other disruptions to our systems, outages on any phone network or in the case of mobile networks where you are not in an area of mobile coverage.

Variation/Termination of the service

8. We reserve the right to change our services from time to time and shall give you notice of any material changes in accordance with the General Terms as set out in 'Personal Banking – Account Terms and Fees'.
9. We may suspend, withdraw or restrict the use of our services where:
 - (a) we have reasonable grounds to suspect that your security details have not been kept safe;
 - (b) we have reasonable grounds to suspect unauthorised or fraudulent use of your security details;
 - (c) as a result of a change in the way you operate your account or in your financial circumstances, we have reasonable grounds to believe that you may have difficulty in meeting your commitments; or
 - (d) we consider it appropriate for your protection.

Unless we are unable to contact you or there is a legal reason or other circumstances beyond our control preventing us from doing so, we will tell you before taking this action and provide our reasons for doing so. If we are unable to contact you beforehand, where possible we will tell you and give our reasons afterwards.

10. You may terminate your subscription to our services by notifying us. The notification will not be effective until we receive it.

The Royal Bank of Scotland International Limited trading as Isle of Man Bank (Isle of Man Bank). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850. Regulated by the Jersey Financial Services Commission. Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637000. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business and registered as a General Insurance Intermediary.

Customers are advised that Isle of Man Bank is part of NatWest Group plc ("NatWest Group"). NatWest Group companies in the UK and elsewhere provide support for our Online Banking service and can access your account data.