Delegated Authority Form

NatWest

As an authorised contact, you can allow specified personnel access to your Tyl account, these will be known as a 'Delegated Authority'. This allows you to set different levels of access for each of your delegated authorities, depending on their role and your business. To proceed with this request please complete the fields below and **scan/email to investigations@support.natwest-tyl.com**.

Please note this form must be completed and signed by an authorised contact, we will only accept the request from the authorised contacts email address.

1. Account Information

Business legal name

Merchant ID (MID) number:

Would you like this change to be applied to all MID's linked to the MID/legal name above? Yes ◯ No ◯

If no, please specify which MID(s) this should be applied to

2. Authority (Access Levels)

You can grant a level of access to your Tyl account based on your requirements:

A level 1 user does not require the 'Delegated Authority' form to be completed, this means anyone is able to contact the Tyl team however some basic account details will be requested upon contact.

A **Level 1** user is given access to general information only, without any specific information relating to your Tyl account being disclosed. This includes the user being able to contact the Helpdesk for technical support should there be any issues relating to your terminal/facility. Please note that the user will not be able to carry out any actions on the account.

A **Level 2** user will have access to account sensitive information which may include updates on specific queries, cases and/or incidents; this is limited to information only.

A **Level 3** user will have **full** access to your Tyl account including the ability to update, initiate changes, apply for new products relating to the account and/or close the account.

3. Authorised User Details

When completing the form, please provide a 6-digit first time passcode for each user. Only share this passcode with the new delegated authority, as they will need to use it to confirm their identity when contacting our support team for the first time.

We will add your delegated authority to your chosen MID(s) upon receiving a request from an authorised contact from their **registered email address**.

Delegated authorities will remain on the account until changes are requested and acknowledged. So please inform us of any account changes, such as ownership or director updates, to ensure former contacts no longer have access.

How we will use the information relating to users

For full details about how we use the personal and financial information of authorised users, please see our full Privacy Notice at **www.natwest-tyl.com/privacy-and-cookies.**

User 1

Are you adding, removing or amending the below user details? (select one box only)

Add ☐ **Remove** ☐ **Amend** ☐

Full name:

Email address:

Best contact number:

First time passcode (6 digits required)

☐☐☐☐☐☐

Level 2 or Level 3

☐ ☐

User 2

Are you adding, removing or amending the below user details? (select one box only)

Add ☐ **Remove** ☐ **Amend** ☐

Full name:

Email address:

Best contact number:

First time passcode (6 digits required)

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Level 2 or Level 3

☐ ☐

User 3

Are you adding, removing or amending the below user details? (select one box only)

Add ☐ **Remove** ☐ **Amend** ☐

Full name:

Email address:

Best contact number:

First time passcode (6 digits required)

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Level 2 or Level 3

☐ ☐

User 4

Are you adding, removing or amending the below user details? (select one box only)

Add ☐ **Remove** ☐ **Amend** ☐

Full name:

Email address:

Best contact number:

First time passcode (6 digits required)

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Level 2 or Level 3

☐ ☐

4. Confirming your agreement

You confirm that:

1. You have appropriate permission to provide us with the personal details of the delegated authority in this form and you have provided them with our privacy notice.
2. You have notified the authorised users being added to this delegated authority that if they would like a copy of the information we hold on them or have any questions about how we use that information they should write to us at the address shown in our full privacy notice; and
3. You have retained a copy of this form and have provided the authorised users being added to the delegated authority list with a copy of this form including our privacy notice.

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5. Certification

By signing, you confirm you have full power and authority to sign this document and acknowledge and accept that we will be entitled to act on any instructions given to us in accordance with the authorisation given hereunder and that we will not be required to investigate or validate the authority. Accordingly, you certify:

- The authority was passed at the relevant management committee at which a quorum was present of the business organisation listed in Section 1 or if you are a sole trader, you are comfortable to grant the authority as set out in this form;
- The information given is correct; and
- There are no limitations on the powers of the business organisation's constitution or otherwise to provide this Delegated Authority in order to regulate its future dealings with Tyl by NatWest.

Signature

Date of signing

Position in the business

Print name

Please scan/email the completed form to: investigations@support.natwest-tyl.com

National Westminster Bank Plc. Registered in England and Wales No. 929027. Registered Office: 250 Bishopsgate, London, EC2M 4AA. National Westminster Bank Plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. National Westminster Bank Plc is entered on the Financial Services Register and its Register number is 121878. Its registered VAT number is GB 243852752. 'Tyl by NatWest' is a trading name of National Westminster Bank plc.