

# Form for Bacs Payments Registration

## 1. CUSTOMER DETAILS

Business Name

### Primary Security Contacts (PSCs)

PSCs are the first point of contact for any Bacs related issues/queries. They have automatic privileges to sign and submit Bacs submissions and to access processing reports. They can instruct Metro Bank to add additional PSCs to Bacs with full privileges (only Metro Bank can add and maintain PSCs), and can add additional contacts with tailored privileges on the Payment Services Website (PSW).

**You must have a minimum of two PSCs set up for Bacs, and a minimum of two PSCs with out-of-hours contact details.** If you don't, your application will be rejected. If you need more than four PSCs, please attach a separate sheet.

#### First Primary Security Contact

Title (Mr, Mrs, Miss):

First Name:

Surname:

Telephone Number:

Does this PSC need a Smart Card?  
(mandatory for direct submitters)

Yes  No

#### Second Primary Security Contact

Title (Mr, Mrs, Miss):

First Name:

Surname:

Telephone Number:

Does this PSC need a Smart Card?  
(mandatory for direct submitters)

Yes  No

#### Additional Primary Security Contact

Title (Mr, Mrs, Miss):

First Name:

Surname:

Telephone Number:

Does this PSC need a Smart Card?

Yes  No

#### Additional Primary Security Contact

Title (Mr, Mrs, Miss):

First Name:

Surname:

Telephone Number:

Does this PSC need a Smart Card?

Yes  No

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## Form for Bacs Payments Registration *(continued)*

### 2. SERVICE REQUIREMENTS

Direct Credits  Direct Debits  Direct Credits and Direct Debits

Do you have an existing Service User Number? Yes  No

What is your existing Service User Number?

#### Submission Details

Please select one of the following options.

Direct Submissions  Indirect Submissions  Direct Submissions and Indirect Submissions

### 3. DIRECT SUBMISSIONS

*Only complete this section if you selected 'Direct Submissions' or 'Direct Submissions and Indirect Submissions' in section 2.*

Please select one of the following options.

Metro Bank Bacs payment software  Other software provider

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## Form for Bacs Payments Registration *(continued)*

### 3.1 METRO BANK PAYMENTS SOFTWARE

*Only complete this section if you selected 'Metro Bank Bacs payment software' in section 3.*

#### Enhanced Security Features

You can enhance your Bacs service by adding the security features outlined below to the Metro Bank Bacs payment software. Let us know which ones you want by ticking 'yes' or 'no'.

**Please see the Important Information Summary for pricing information.**

<b>Drive</b> Protects your sensitive data with an additional layer of security. Stops it being viewed, tampered with or accidentally overwritten. Transfers data from a network drive or desktop to our Bacs software without manual intervention.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Approve</b> Prevents internal fraud with enhanced prevention and detection technology. Separates the rights and power of administration users, with dual control of admin charges, multi-workflow approval and matrix permissions.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Encryption</b> Securely encrypts payment data to protect against fraud and errors. Once files have been encrypted using AES algorithms, they can't be viewed or amended by anyone without the decryption key.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Cloud HSM4</b> Removes the need for a Smart Card. Safely collects reports, and submits files, to Bacs. Can be fully automated or password protected. Has the same functionality and level of security as a locally deployed HSM without having to manage the hardware itself.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Verify Validation</b> Confirms the details of a bank or building society account, validates the branch information, checks the account number and sort code exist and match, and ensures compliance with bank rules for data validation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Verify Verification</b> Checks your customer owns the bank account given with information provided by the banks, confirms the account is still open, and verifies that your customer is associated with the address supplied. Minimising risk of payment fraud.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Protect</b> Ensures payments are genuine before submission to Bacs. Validates first time payments, finds duplicate payment amounts or payees, and screens against a black list. Proactively protects against the common forms of fraud and error.	Yes <input type="checkbox"/> No <input type="checkbox"/>

#### Multi-Factor Authentication (MFA)

To access the Metro Bank payments software you'll need to use Multi-Factor Authentication, a security system that uses more than one piece of evidence to authenticate a user for login and transactions. This second level of security is available through our Authentication App or alternatively using physical tokens (see Important Information Summary for pricing).

Will you be using MFA physical tokens? Yes  No

If 'Yes', how many MFA tokens do you need?

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## Form for Bacs Payments Registration *(continued)*

### 3.2 OTHER SOFTWARE PROVIDER

*Only complete this section if you selected 'Other software provider' in section 3.*

When submitting directly to Bacs, you must have a contract in place with at least one Bacs approved software provider. If you're not using the Metro Bank payment software:

1. Will you need a Hardware Security Module (HSM)?      Yes       No
2. Please list the details of your provider(s) and the software you'll be using.

Bacs approved provider name	Software package name	Software package ID

### 4. INDIRECT SUBMISSIONS

*Only complete this section if you selected 'Indirect Submissions' or 'Direct Submissions and Indirect Submissions' in section 2.*

When submitting indirectly to Bacs, you authorise Bacs to act on all instructions received from any Bureau acting on behalf of your Service User Number.

Please tell us the Bureau Service User Number of any Bureau you use.

<input type="text" value="B"/>	<input type="text" value="B"/>	<input type="text" value="B"/>
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We recommend you register with a Bureau even if you're a direct submitter. If there's a problem connecting to Bacstel-IP, you can contact the Bureau who will make the submission for you.

Please speak to your Bacstel-IP software provider, as they may offer a Bureau service and be able to provide you with a Bureau name and Bureau Service User Number.

#### Facility for Bureau to download reports

Not every Bureau will download reports for their customers, and those that do may charge for it. If any Bureau you use does offer this service and you authorise them to download reports, they will be able to see all your reports, even those they did not submit.

Please contact your Bureau directly to find out if they offer a report download service.

- I authorise every Bureau I use to download my reports      Yes       No

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## Form for Bacs Payments Registration *(continued)*

### 5. DIRECT DEBIT REQUIREMENTS

*Only complete this section if you selected 'Direct Debits' or 'Direct Credits and Direct Debits' in section 2.*

How frequently do you collect Direct Debits from your payers?

How often will you submit Direct Debit collections to Bacs?

How many payers will you collect from?

Are you/would you like to be AUDDIS accredited?

Yes

No

Will this be your only Direct Debit Management System?

Yes

No

For paperless submitters, it's a mandatory requirement in the Direct Debit scheme rules for identity and account ownership to be verified at point of entry into any Direct Debit management system.

Please note, that to gain AUDDIS or Paperless accreditation, sign off will be needed from Metro Bank.

### 6. DIRECT CREDIT REQUIREMENTS

*Only complete this section if you selected 'Direct Credits' or 'Direct Credits and Direct Debits' in section 2.*

Use the table below to let us know what Bacs Credit Limit and Frequency you require. If you have an existing Bacs service, please include your Service User Number(s). If not, leave this column blank and Metro Bank will complete it for you when they create your Service User Number.

Please note that all Bacs credit limit requests are subject to Metro Bank approval.

Limit frequency codes: D = 2 day rolling, W = Weekly, F = 4 Weekly, M = Monthly, nn = Number of days, e.g. 14

Service User Number	Bacs Credit Limit	Frequency Code

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## Form for Bacs Payments Registration *(continued)*

### 7. BANK ACCOUNT DETAILS

Account Name	<input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Account Name	<input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Account Name	<input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Account Name	<input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### 8. DECLARATION

By signing below you:

- apply to use the Service as detailed within this application form and agree to be bound by the Terms and Conditions of the Service
- agree you will ensure that all Primary Security Contacts and Additional Contacts are made aware of their obligations and will take care of all security procedures supplied to them as described in the Terms and Conditions. Any reference to giving the bank instructions in the Terms and Conditions shall also apply to any instructions which appear to come from you or third parties you have appointed as detailed on the customer profile for Bacstel-IP and given to Bacs, UK Payments Administration Ltd in accordance with the security procedures and the Terms and Conditions
- authorise each Primary Security Contact acting alone has authority to appoint Additional Contacts, to amend the approval processes for all instructions and to amend the customer profile
- agree to the customer profile which has been detailed in this form and understand that detailed instructions and conditions relating to the use of this Service are contained in the Terms and Conditions
- agree to abide by the Bacs scheme rules for Direct Credits and Direct Debits
- acknowledge that the authority contained in this Registration Form (customer profile) may differ from any other mandates and authorities you hold relating to the applicable accounts with you
- confirm that if the authority of a Primary Security Contact or an Additional Contact is removed you will inform the Primary Security and Additional Contacts direct.

**Authorised Signature**

**Name**

**Date**

**Authorised Signature**

**Name**

**Date**

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## Direct Debit

### INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Please fill in the whole form including official use box using a ball point pen and send it to:

Operations Team  
 Metro Bank PLC  
 PO Box 55551  
 LONDON  
 SW7 9DA

Originator's Identification Number

4 3 4 2 0 0

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and full postal address of your Bank or Building Society

TO THE MANAGER  
 BANK/BUILDING SOCIETY  
 METRO BANK PLC  
 ADDRESS  
 ONE SOUTHAMPTON ROW, LONDON  
 POSTCODE  
 WC1B 5HA

#### Instruction to your Bank/Building Society

Please pay Metro Bank Plc Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Metro Bank Plc and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Reference - for Metro Bank PLC Official Use Only

BACS

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

### THIS GUARANTEE SHOULD BE DETACHED AND RETAINED BY THE PAYER

#### THE DIRECT DEBIT GUARANTEE

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit, Metro Bank Plc will notify you three working days in advance of your account being debited or as otherwise agreed. If you request Metro Bank Plc to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Metro Bank Plc or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Metro Bank Plc asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

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