

# Bankline Password Reactivation



**Please note** – when filling out this form please use the tab and arrow keys to move between the relevant fields. Ensure you do **not** use the return or enter keys.

Once the request has been fully completed and signed, it should be scanned and then emailed to:  
fax.bankline.administration@rbs.co.uk

**Password reactivation will take up to 2 working hours to process and will be sent to your registered email address. If you no longer have access to the email address registered in Bankline we recommend that you contact your own Bankline Administrator who can change this, and reset you, quickly and easily online.**

## 1. Customer details

Company name

Customer ID

Main account number

Sort code

## 2. User details

User ID

Forename

Surname

## 3. Reset PIN/Password (new activation code will be issued to User's registered email address)

User has forgotten PIN/Password

Does your registered email address require updating?

Yes

No

NOTE: Any email address updates must be signed in accordance with the highest signing authority on the Bank Account Mandate.

New email address:

## 4. Confirmation

This section is mandatory. Please ensure that if you are updating the email address as well as resetting the password then this section must be signed to the highest signing authority on the Bank Account Mandate. This will avoid any delays to the processing of your request.

I/We confirm that the details on this form are full and correct and agree to notify the Bank of any changes.

I/We confirm that the parties signing this application are the same as the parties that have signed the Bank Account Mandate(s).

Customer signature(s) – **must be signatory(ies) on Bank Mandate**

Name (in full) \_\_\_\_\_

Date (DD/MM/YYYY) \_\_\_\_\_

Name (in full) \_\_\_\_\_

Date (DD/MM/YYYY) \_\_\_\_\_