

Customer Account Application Pack

Dear customer,

Please find enclosed a copy of our Customer Account Application Form and other necessary forms:

- Direct Debit Mandate
- Bank Consent form

An Isle of Man Post Office customer account is necessary to post mail on account, and (where applicable) access our Click and Dispatch service. The account facility is free of charge, customers are required to setup payment using Direct Debit, and the payment term is 14 days.

Please complete the below form thoroughly, and contact us (e: finance@iompost.com / t: 698420) with any questions. If you anticipate spending over £5,000 per year, please also complete pages 5 (References) and 6 (Bank Consent Form).

Getting your post to us

Once you receive confirmation that your account is setup, there are various ways to hand your mail to us for dispatch:

- Daily or ad-hoc collections – *fee payable, see price guide*
- Deliver your mail to one of our counters – *no fee payable*

To arrange a mail collection, please call customer services on 664664

Payment arrangements

All customers are required to pay their account by monthly Direct Debit, collected on the 25th of each month. Should you anticipate any trouble making any due payments, please contact our finance team on 698420 to discuss. Failure to meet direct Debit payments may result in your account facility being withdrawn.

If your spend increases over time, and you run out of credit before payment is taken each month, please contact our Finance Team to discuss your needs on 698420.

Next Steps

Completed forms should be sent to finance@iompost.com. Account opening times depends upon anticipated spend:

- up to £5k annual spend - we aim to open accounts and confirm arrangements within two working days of receipt of completed forms
- over £5k annual spend – additional customer Due Diligence can take up to 6 weeks to complete due to external references. We will contact you once this is completed and with account details. In the meantime you are able to pay upfront.

Click & Dispatch

Click & Dispatch is an online mail and parcel dispatch solution for IOMPO customers to manage their shipping requirements, print labels, store and manage addresses, submit online customs declarations and much more. To find out more, visit www.iompost.com/click-and-dispatch

- Click & Dispatch is compatible with the latest versions of Chrome, Internet Explorer, Firefox and Safari, and can be used on both Mac and PC.
- JavaScript enabled
- PDF viewer such as Adobe Reader Label Printer
- Ability to print manifests (A4), postage labels (4x6 inches) and customs documentation (4x6 inches and A4). If you send a lot of Special Delivery, Signed For or International Tracked and/or Signed items, we recommend the use of a Label Printer.

Did you know that Isle of Man Post Office can provide you with a full range of commercial services for your business?

- Full range of mailroom solutions - from sending to receiving mail (to see the full suite of services visit iompost.com/ims)
- PO Box (iompost.com/po-box)
- Door2Door: local delivery of unaddressed leaflets, brochures, catalogues etc (iompost.com/door-to-door)
- Early delivery and late collections (iompost.com/collection-deliveries)
- Foreign Currency (iompost.com/forex)
- KeepSafe for when your premises are closed (iompost.com/keepsafe)

If these services are of interest to you or your business, please contact us via sales@iompost.com for more information or visit our website to read more (iompost.com)

Customer Account Application Form

Please complete the form below. Completed forms should be posted to Isle of Man Post Office, Finance Department, Postal Headquarters, Douglas, ISLE OF MAN, IM2 1AA

Registered name of Company			
Company Registration number			
VAT Registration number			
Registered Office Address			
Type of business			
Are credit facilities required? Y/N			
* Minimum Annual Spend £5000 sterling	Estimated annual spend in Sterling If >£5k, please complete the 'References' section on page 2		
Name and address of Payment Company (if different from above) and relationship with main company (e.g. Holding Company)			
Bank name and address			
Account Name			
Account Number		Sort Code	
Principal Director and place of residence			
Address to which accounts should be sent (if different from Registered office address)			
Telephone number			
Contact name (for general contact)		Email	
Contact name (for finance matters and if different to the above)		Email	

Signed in acceptance of Terms and Conditions <small>*Terms & Conditions available at www.iompost.com</small>		Date	
Name			
Position in company			
References <small>(If planned annual spend is below £5000, you are not required to complete this section)</small>			
1. Trade Reference	Please supply two Trade References (please note that we do not accept utility company references)		
a) Contact name			
Company			
Address			
Vendor Account Number			
Vendor Account Name			
2. Trade Reference			
b) Contact name			
Company			
Address			
Vendor Account Number			
Vendor Account Name			
For Post Office Use Only			

Isle of Man Post Office takes your privacy seriously. The information you provide on this form, will only be used for the delivery of this service and held in accordance with the Isle of Man Data Protection Legislation. For the full Privacy Notice and any service specific notices, please visit iompost.com/privacy or a paper copy can be obtained by writing to: Data Protection Officer, Isle of Man Post Office, Postal Headquarters, Spring Valley Industrial Estate, Douglas, IM2 1AA

BANK CONSENT FORM

(If planned annual spend is below £5000, please DO complete this section)

Please complete the form below and return a hard copy in the post to:-

**Finance Department
Isle of Man Post Office
Postal Headquarters
Douglas
ISLE OF MAN
IM2 1AA**

This will be sent to your bank to request a reference.

Please note that you may incur a fee associated with this and you are advised to check with your bank for details and cost.

To The Manager

Bank name and address			
Account name			
Account number		Sort Code	

Please accept this as my/our authorisation to debit the aforementioned account with any fee that may apply in order to provide a banker's reference to Isle of Man Post Office.

Yours faithfully

Signature:

Name:

Position:

Date:

Instructions to your Bank or Building Society to Pay by Direct Debit



Please fill in the whole form using a ball point pen and send to:
Isle of Man Post Office, Spring Valley, Douglas, ISLE OF MAN, IM2 1AA

Name and Full Postal Address of your Bank or Building Society

Name of Bank/Building Society
Address
Postcode

Name(s) of Account Holders

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Bank/Building Society Account Number

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Branch Sort Code

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Originator's Identification Number

6	5	9	0	0	4
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Reference Number

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Instructions to your Bank or Building Society

Please pay Isle of Man Post Office 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 Isle of Man Post Office and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Isle of Man Post Office's Privacy Notice is available to view at www.iompost.com/Privacy. Should you have any queries please contact the Isle of Man Post Office's Data Protection Officer on +44 (0)1624 698485 or dpo@iompost.com



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 Isle of Man Post Office will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Isle of Man Post Office 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 Isle of Man Post Office 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 Isle of Man Post Office 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.