



BANK USE ONLY			
PIF #:		Temp Password:	
Branch:		Date:	

**COMPLETE ONLINE BANKING (COB) APPLICATION FORM – PERSONAL**

**Please review the information below and indicate correctness and acceptance by signing in the space(s) provided.**

This application form (“**The Application**”) must be used by Bank of Saint Lucia (“**BOSL**” or “**The Bank**”) customers who are desirous of enrolling in The Bank’s **online** and **mobile** banking (“**e-banking**”) service (“**The Services**”) as follows:

- (1) **Individuals (adults)** eighteen (18) years of age and above. These individuals must have attained the age of **eighteen (18)** at the time of signing The Application prior to submitting it to BOSL for consideration.
- (2) **Individuals (minors)** below eighteen (18) years provided that the parent(s)/ legal guardian(s) indicate consent in the **AUTHORIZATIONS, AGREEMENTS, AND DECLARATIONS** section of The Application and sign The Application accordingly.
- (3) **Registered** businesses (Sole traders only).

**General Information regarding this form:**

- (1) Please fill in this form to apply for BOSL’s “The Services”. Once you have completed all applicable sections of this form and signed accordingly, please submit The Application to The Bank as follows:
  - (a) **In person** to your preferred BOSL branch, where The Bank will complete the application process while you are in branch.
  - (b) **Via the post:** The Application must be duly **notarized** and then **posted** (postal service). Alternatively, you may submit the notarized form via a courier service or other third party.
  - (c) **Via email:** The Application must be duly **notarized** and then **e-mailed** as a scanned attachment to [onlinesupport@bankofsaintlucia.com](mailto:onlinesupport@bankofsaintlucia.com), using an e-mail address that you provided to The Bank previously.
- (2) Your enrollment in The Services is dependent on BOSL’s acceptance of the signed The Application and your acceptance of BOSL’s **electronic banking (e-banking) terms & conditions (The Agreement)**. For additional information, please obtain a copy of **The Agreement** at any BOSL branch or download a copy from the BOSL website at <https://www.bankofsaintlucia.com/>.
- (3) If BOSL accepts The Application, during the enrollment process, BOSL will provide you with a **username** and **password (credentials)** which will allow you to access your online and mobile banking account. Your credentials will be provided to you as follows:
  - (a) **In person**, if you submitted The Application and complete the sign-up process at The Bank in person.
  - (b) Via **e-mail** combined with a **phone call** from you, if you submitted The Application to The Bank via post or e-mail.
- (4) If you require assistance in completing The Application, please:
  - (a) Contact your BOSL branch in person or
  - (b) Call BOSL’s Customer Support Centre at the local number 1 (758) 456-6999. Customers calling from international numbers can call 1 (305) 501-2931 or
  - (c) E-mail The Bank at [onlinesupport@bankofsaintlucia.com](mailto:onlinesupport@bankofsaintlucia.com)

**(\* Throughout this document denotes required information.**

**A. PRIMARY APPLICANT DETAILS**

\*Type of Applicant:

**B. CONTACT & SERVICE ALERTS**

The Bank’s online and mobile banking portal uses an additional layer of security (**LOS**) when you log in for the first time and every time you log in via a computing device that you have never used previously to log in. This level of security is **not optional**. In order to facilitate this, the Bank must send a part of the log in credentials to you electronically. Please use the **LOS delivery** options in the **USER ENROLLMENT DETAILS** of The Application to indicate the method(s) via which you wish to receive these credentials.

At least one (1) **mobile** number is required if you want to receive notifications via a mobile device.

**B.1 USER ENROLLMENT DETAILS**

You will need the **User ID** indicated below to access The Services. Therefore, please ensure that it is one that you will easily remember. Also note:

- (1) The **User ID** will be **unique** only to you. If you indicate a User ID which is already in use, BOSL’s will require that you provide a revised User ID or may recommend a structure for the User ID to you.
- (2) The **User ID** must be between **6** and **18** characters long and may be: **letters** only; **numbers** only; or any combination of letters and numbers.

\*User Full Name: \_\_\_\_\_ \*User ID: \_\_\_\_\_

\*1<sup>st</sup> E-mail address: \_\_\_\_\_ 1<sup>st</sup> Mobile Phone #: \_\_\_\_\_

2<sup>nd</sup> E-mail address: \_\_\_\_\_ 2<sup>nd</sup> Mobile Phone #: \_\_\_\_\_

\*Alert Delivery: \_\_\_\_\_ \*LOS Delivery: \_\_\_\_\_ \*Do you want to subscribe to **marketing alerts** from BOSL: \_\_\_\_\_

**B.2 ACCOUNT ACCESS DETAILS**

- (1) If BOSL enrolls you in The Services, you will be allowed at least **view only** access to **all** your personal accounts held at The Bank. Your ability to transact on your accounts will be based on the **account** arrangements outlined in **The Agreement**.
- (2) Please provide the **ACCOUNT #** for all personal accounts that you share with other BOSL account holders.

ACCOUNT #	ACCOUNT CIF (BANK USE ONLY)	TRANSFER RIGHTS (BANK USE ONLY)
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
6	_____	_____
7	_____	_____
8	_____	_____
9	_____	_____
10	_____	_____

**C. NOTIFICATIONS**

**Bill/Utility/Credit Card Payments**

Please be advised that bill/utility/credit card payments will be remitted to the service/utility company within **two (2)** working days **after** the **transaction date** of your payment. Therefore, when making payments you must ensure that you make the payment **no less than three (3)** days **before** the **due date**, and not the actual due date or during the grace period.

**Service Offerings**

Please note that service offerings are subject to change and you will be notified accordingly.

**E-mail Address Maintenance**

Some important features (e.g. e-statements) of BOSL’s The Services are absolutely reliant on the use of **e-mails**. It is therefore imperative that The Bank has updated information regarding your preferred e-mail address(es). You are responsible for notifying The Bank if you change your e-mail address while utilising The Services. You may update your e-mail address by providing your e-mail address to BOSL via: the secure messaging feature of The Services; in person visit to any branch; or in writing.

**Changes &/or Termination**

You may make changes to **features** of The Services as permitted by the various **settings** options within BOSL’s e-banking application. Where you wish to make changes to features (e.g. adding accounts) that are not editable via BOSL’s e-banking application, you may do so by making a detailed request to The Bank via: the secure messaging feature of The Services; in person visit to any branch; or in writing.

The Bank may terminate The Services upon receipt of instructions submitted by you or your delegate. You may terminate The Services by submitting a request to The Bank in person or in writing.

**D. PRIVACY & CONSENT**

In applying for BOSL’s e-banking service (**The Services**), you acknowledge that BOSL is likely to collect and use some of your personal and non-personal information including details about your transactions, your financial statuses, your account relationship with BOSL and/or your account(s) (referred to collectively as “**Information**” or “**Data**”) as explained in summary below. For further information regarding **privacy** and **consent**, please visit any BOSL branch or the BOSL website at <https://www.bankofsaintlucia.com/>.

**How BOSL uses your Information:**

BOSL may collect your Information:

- (1) To assist in providing information about The Services and where you have provided consent, other services BOSL provides;
- (2) To consider your request for The Services and where approved by BOSL, provision of said Service;
- (3) Where you have provided consent, for BOSL to inform you about other products or services that may be of interest to you;
- (4) Where you have provided consent, to facilitate arrangements with other organizations (such as subsidiary companies) in relation to the promotion and provision of a product(s) or service(s);
- (5) To perform administrative and operational tasks required by BOSL’s internal and external regulators. These tasks include but are not limited to risk management, reporting, systems development and testing, credit assessments, staff training, and market &/or customer satisfaction research;
- (6) To prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- (7) As required by relevant laws, regulations, codes and external payment systems inside and outside of Saint Lucia’s jurisdiction.

**Absence of relevant personal information**

If you do not provide some or all of the Information requested, BOSL may **not** be able to provide you with access to The Services.

**Consent to Disclosure of your Information by BOSL** (\*Please place checkmark (✓ or x) in the checkbox below to indicate acceptance.)

When you apply for The Services, you consent to:

(1) BOSL collecting your information to enable it to provide The Services to you;

(2) BOSL disclosing your information in part or full as applicable to:

(a) Service providers contracted/engaged by BOSL to facilitate BOSL dispensing its obligations to you;

(b) Payees/beneficiaries identified by you to receive payments through The Bank;

(c) Any branch, subsidiary, affiliate or agent of BOSL, including its employees, auditors and legal advisors;

(d) Parties to whom BOSL is authorized, obligated by law, or compelled by court order to disclose information;

(e) Your authorized agents, executor, administrator, or legal representative;

(f) Any person who, in BOSL's view, the disclosures are essential or desirable for the purpose of allowing BOSL to discharge its duties and exercise its powers and rights under The Bank's general disclosures and mandates.

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**E. AUTHORIZATIONS, AGREEMENTS, AND DECLARATIONS** (\*Please place checkmarks (✓ or x) in the checkboxes below to indicate acceptance.)

**To Bank of Saint Lucia (The Bank)**

By signing this form, I/we hereby apply for The Bank's online and mobile banking service ("**The Services**"), its accompanying features, the options indicated on your application form ("**The Application**"), and authorize you and your agents and assigns, to provide The Services. I/we understand that the use of The Services is subject to the terms and conditions contained in: (a) the online and mobile banking Service Agreement ("**The Agreement**") which I/we may access when I/we log onto The Services, (b) The Bank's general disclosure(s) for personal and business accounts which I/we received when I/we opened my account(s) and (c) The Bank's general account **mandates**. I/we acknowledge and agree that using, or permitting another person to use the Service, confirms the terms and conditions set forth in The Agreement.

I/we am/are the parent(s)/guardian(s) of a **minor** who is applying for The Services via The Application, I/we consent to the minor being enrolled in The Services and I/we accept liability for all clauses contained in The Agreement.

If I/we desire to cancel The Services, I/we must do so via the secure messaging feature of The Services; in person visit to any branch; or in writing. I/we understand that if my/our Service is discontinued, I/we can request its reinstatement by contacting the Bank in writing or in person at any BOSL branch.

I/we hereby:

(1) Certify that all statements in this application are true, accurate, and complete and made for the purpose of obtaining The Services;

(2) Authorize you to obtain such information as you may require concerning the statements herein;

(3) Agree that this application shall remain your property; and acknowledge my/our responsibility to inform you of any change in name and contact information within **thirty (30)** days of the change.

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Parent/Guardian (Full Name)  
*(\*Applicable only to applications for minors)*

Applicant Signature  
*(\*Not applicable to minors)*

Date (mmmm/dd/yyyy)

Please obtain and utilize BOSL's notarization form if you intend to submit The Application via **mail** (postal/courier Services), **third party**, or **e-mail**.

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**BANK USE ONLY**

Loaded by:

Initials

Name

Signature

(mmmm/dd/yyyy)

Authorised by:

Name

Signature

(mmmm/dd/yyyy)

Verified by:

Name

Signature

(mmmm/dd/yyyy)