



## COMMUNICATION VIA TELEPHONE

Please complete the following security questions to enable us to identify you if/when you contact us by telephone. When making telephone withdrawals, you will be asked some of these questions.

Your mother's maiden name is \_\_\_\_\_

Your favourite colour is \_\_\_\_\_

Your first car was a \_\_\_\_\_

If applicable, your marriage date was \_\_\_\_\_

Name of High School attended \_\_\_\_\_

You were born in (town) \_\_\_\_\_

**NB. Please note, if applying for the online service, these security questions will only be used to identify you if you contact us by telephone, they are not your passwords.**

If you are making a withdrawal request / giving instructions by telephone you will only be able to do so if you have a Personal Identification Number (PIN) which will be issued by us on receipt of this completed form with the 'TELEPHONE' box ticked overleaf. A separate PIN will be issued for each holder. This number should be kept safe and must be quoted every time you use this service. If your PIN becomes lost or known to others not authorised to operate your account you must notify Britannia International immediately. A new PIN will then be issued rendering the old PIN invalid.

## INDEMNITY/AUTHORITY

You are only indemnifying yourself for the services you have requested.

### Online Indemnity

- I authorise Britannia International to provide me with internet access for the accounts indicated overleaf.
- I agree to indemnify Britannia International in respect of any personal loss or expense which I may incur as a result of my negligence from for example, but not limited to, disclosing my Britannia International Online logon information to a third party or from unauthorised access as a result of virus/Trojan/key capture programs on any computer that I use to access Britannia International Online. I also acknowledge that you will not be liable for any machine, system, or communications failure, industrial dispute or any other circumstances beyond your control.

### Fax & Telephone Indemnity

- I authorise Britannia International to accept telephone/fax instructions. I jointly & severally agree to pay you for any loss or expense which you suffer because of my negligence, for example, (but not limited to), letting anyone have my PIN and/or additional information. I also note that you will not be liable for any machine, system, or communications failure, industrial dispute or any other circumstances beyond your control.

Signature(s) \_\_\_\_\_

As per Account Mandate

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_



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