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Call Answering instructions

Your instructions help us to accurately set up your service. Please complete each section fully in BLOCK CAPITALS. Ensure during the course of your contract to keep us up-to-date with your contact details and specific call handling instructions.

Company Name:

Telephone (Day): Mobile:

Email:

Type of business:

Names of up to 4 associates for whom we can receive calls for and leave messages with:

1: 2:

3: 4:

Your address and telephone numbers:

May we give your address to callers? YES NO

May we give your phone number to callers? YES NO

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MESSAGES How should contact be made regarding your messages? *Please select 1 of the 5 options.*

1. We should text you: YES NO 2. We should email you: YES NO

3. You will call us: YES NO 4. We should call you: YES NO

5. UK call patching: YES NO Patch calls to:

PERMANENT DIVERT

Do you require permanent divert to your: **Mobile:** YES NO **Landline:** YES NO

If permanent divert is required, to where?: UK INTERNATIONAL

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HOW WOULD YOU LIKE US TO ANSWER YOUR CALLS?

(e.g. Good Morning, Your Company Name, May I help you, or simply the telephone number)

NOTE: If you are intending to use your number as part of an advertising campaign, please advise us in advance so that we can discuss how best to work with you during the campaign.

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Your Order

Use 27 Old Gloucester Street as your Company Registered Office address? (Included in the plan price)

*Premium Plan: £300.00 + VAT = **£360.00** *Includes 12 half-day **Hot Desk** bookings.

Standard Annual: £250.00 + VAT = **£300.00**

Standard 6 Months: £175.00 + VAT = **£210.00**

*Postal Deposit: (non-VAT) = **£ 45.00** (*Include if anything other than 'HOLD' selected in Mail Handling)

Fixed Call Answer Deposit: (non-VAT) = **£ 25.00** Enter your Permanent Divert Number

UK Permanent Divert: (non-VAT) = **£100.00**

International Permanent Divert: (non-VAT) = **£200.00**

Total: £

Method of payment: _____

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Credit card payment

Please tick I have read and accept the terms and conditions below.

I authorise **British Monomarks Ltd** to charge my: MASTERCARD VISA MAESTRO AMEX account
 unspecified amounts in respect of invoices rendered.

NAME (Exactly as shown on your credit card)

ADDRESS (As shown on your statement)

Postcode:

CARD NUMBER:

Start Date: / Expiry Date: / Security Code: Issue No:

Signature: _____ Date: / /

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Invoice address (If different from box 2)

Name:

Address:

Post Code: Country:

Terms and Conditions:

- British Monomarks Ltd ("The Company") will provide for the Subscriber an address and telephone number to be utilised by the Subscriber.
- The Company will forward to the Subscriber in accordance with instructions set out on page 2 all mail and messages delivered to the Company on behalf of the Subscriber.
- The Company will charge the Subscriber for each communication handled in accordance with paragraph 2 hereof a fee, if collected, of 17p (20p inc. VAT), and if forwarded 20p (24p inc. VAT), (plus envelope and stamp where applicable). A Subscriber requiring mail forwarded will pay the Company a deposit in advance of £45.00. The Company will render an account to the Subscriber from time to time in respect of all communications forwarded to the Subscriber. The Subscriber shall pay the said account within 7 days and in the event of the Subscriber failing to pay the account within the time specified the Company shall be at liberty by written notice to determine the agreement but shall not be liable to refund to the Subscriber any portion of the unexpired proportion of the annual fee.
- All charges shown are both as exclusive and inclusive of VAT at the standard rate.
- The Company will notify the Subscriber in writing of any changes in its charges and such altered charges will become applicable 14 days thereafter.
- The Company may at any time on one month's prior written notice determine this Agreement and shall refund to the Subscriber the appropriate unexpired proportion of the annual fee.
- This Agreement is not transferable. It is personal to the Subscriber only.
- The Company will take all reasonable steps to ensure accurate and expeditious dealing with all mail and messages received for the Subscriber in accordance with the instructions given by the Subscriber. The maximum liability that shall attach to the Company, its servants agents and officers for injury damage or loss to the Subscriber howsoever arising and howsoever the same may be caused shall not exceed £500.00, but no liability whatsoever shall attach in respect of money or valuables unless the same is sent by special delivery (registered post). Further the Company its servants agents and officers shall have no liability whatsoever under the terms of this agreement to any third party.
- If no Notice of Cancellation shall be given by the Subscriber to the Company but the annual fee for the year next following shall not have been paid, the Company shall be under no obligation to forward to the Subscriber any communications received for the Subscriber nor shall they be obliged to notify them of any documents that shall have been received.
- Subscribers may phone in or call for messages. In emergencies British Monomarks Ltd will attempt to locate the Subscriber to pass on messages and the costs incurred in so doing will be charged to the Subscriber.
- In accordance with UK law the Subscriber is required to supply first generation copies of 2 forms of personal identification for the Company to keep on file for the duration of the subscribed period. ID's must be in the form of: A) a photo ID, such as a passport or driving license and: B) a utility bill or bank letter which is addressed to the Subscribers current address. The Company will accept proof of ID in the form of electronic scans of the original documents via email or fax, or the originals brought to our offices, and these must be received and approved as acceptable by the Company before the subscribed service will be activated. In the event that the Subscriber fails to provide said documents, the Company reserves the right to suspend the services set-up for the Subscriber without refund of Subscription. Service fees or any Holding Deposits paid until said forms of personal ID are supplied to the Company's complete satisfaction. The Subscriber hereby confirms that the information provided in this Agreement is accurate at the time of signing the Agreement and any change(s) of the Subscriber's personal contact details or business contact details will be notified to the Company immediately. The Company reserves the right to suspend or terminate a Subscriber's service if we are unable to contact them appropriately.
- British Monomarks Ltd is registered under the Data Protection Act No. Z950981X and undertakes to store subscriber information securely and not to divulge the address or any other information held on file about the Subscriber to a third party without the consent of the Subscriber unless legally obliged to do so. The Subscriber is entitled to print the address and telephone number during the currency of the agreement.

I have read and agreed to the terms and conditions of both the Telephone Answering and Street Address services.

Applicant Signature: _____ Date: / /

OFFICE USE ONLY: A/C No: Ent. by: Period: Inv. Month: Amt. paid: £

ID Requested: YES: NO: ID Rcvd: YES: NO: MONOMARK:

ASSIGNED TEL NUMBER:

ORDER CONFIRMATION SENT: ID APPROVAL CONFIRMATION SENT:

NEED HELP? Call us on UK: 0800 096 1925. International: +44 207 419 5000 - we're here to help!



British Monomarks

Your **Central** London Address

IDENTIFICATION REQUIREMENTS

Subscriber identification requirements

In accordance with current UK law and our Terms and Conditions the account holder, all additional names on the account and, where applicable all company directors / beneficial owners must supply 2 forms of identification, 1. A photo identification and 2. A proof of current residential address.

Incorporated companies / charities / organisations are required to supply additional company proofs as listed below.

We are required to hold these 2 forms of ID securely on file, in order for us to activate your service. For your information, British Monomarks Ltd. is registered under the Data Protection Act No. Z950981X. Please be assured that your information will be stored securely in an encrypted database and this information will not be shared or disclosed to third parties unless we are legally obliged so to do.

2 ID'S REQUIRED FOR ALL INDIVIDUALS & COMPANY DIRECTORS



1 FROM LIST A

1 FROM LIST B

MUST MATCH APPLICATION

*The ID documents you supply us **MUST** match each other **AND** the details given on your service application form**

ALL 3 ID PROOFS ARE REQUIRED FOR INCORPORATED COMPANIES



1. Certificate of Incorporation.
2. Proof of Company Trading Address.
3. Proof of Company Registered Office

Document types: For individuals 2 IDs are required, 1 from list **A** + 1 from list **B**. Must exactly match each other & your application details.

LIST A: Photo Identification - Proof of identity

- Passport (preferred)
- Driving licence (with photo card)
- National Identity Card
- HM Forces Identity Card
- A current student card
- Disabled Drivers Blue Badge Pass

LIST B: Proof of Residential Address*

This must be less than 3 months old and show both name & address that match application details. (Please advise us when supplying your documents if your residential address is different to your mail forwarding address).

- Household utility bill (*less than 3 months old*)
- Landline telephone bill (*less than 3 months old*) *Note: No mobile bills please.*
- Current Bank Statement
- Current Council Tax bill
- Current TV licence
- Current P45/P60 statement
- HM Revenue and Customs Notice of Coding
- Student hall of residence agreement or proof of accommodation

** (Please contact us if you require us to consider an alternative to the above List B)*

For incorporated companies / charities: 2 IDs for **each** director or beneficial owner 1 from list **A** and 1 from list **B**. A company certificate of incorporation + A proof of company trading address + A proof of company registered address. **Note:** Further electronic checks may be made.

Ways to supply these documents to us

We are able to accept copies of these documents as scans uploaded to our website, via email, photocopies of the originals by post, or the originals brought in person to our offices where we will scan these for you on a while-you-wait basis. Please do not post your originals to us.

- **UPLOAD VIA WEBSITE:** www.britishmonomarks.co.uk/cutomerIDuploader
- **SCANS BY EMAIL:** mail@monomarks.com
- **POST / BY HAND TO:** **British Monomarks Ltd.** 27 Old Gloucester Street, London W1N 3AX. Monday - Friday 9.00 a.m. - 5.30pm.
*If you need more details about how to get to our offices please see the **Contact** section of our website or telephone us.*

Sending ID documents: Please ensure that you include your name, the service/s you have subscribed to and the date you subscribed, within the body of the email or in the box provided on the file upload form.

Avoiding delays in your service activation: To avoid unnecessary delays in activating your service please ensure that the scans / fax copies / photocopies of the identification documents you are supplying are:

1. First generation scan copies of the original documents.
2. If a scan that the document's text details and photograph (*where applicable*) are clear, legible and have not been altered in any way.
3. If scans, that the file sizes to be emailed are less than 3Mb each.

PLEASE NOTE:

Only on the satisfactory receipt of the required forms of identification documents can your service be activated. Failure to supply IDs, in the form required, will result in your service being suspended or remaining suspended indefinitely until such time as satisfactory ID documents are correctly supplied to us or the expiry date of your contract is reached.