



This form is to be used by a new or an existing registered Service Bureau applying under the [Shared Infrastructure Programme](#). The form is also used by Shared Connection Providers as they are offering shared connections to unrelated entities and must register under the Programme. In this form, they are also referred to as "Service Bureau".

## Section 1 New or Registered Service Bureau

### SECTION 1.1 COMPANY INFORMATION

**Name of company** \_\_\_\_\_

**BIC** \_\_\_\_\_

**Website of company** \_\_\_\_\_

**Registered address \***

Building name \_\_\_\_\_

Street Address \_\_\_\_\_

Postal Code/Zip \_\_\_\_\_

City \_\_\_\_\_

State/County \_\_\_\_\_

Country \_\_\_\_\_

VAT<sup>1</sup> I have the following VAT number \_\_\_\_\_

I do not have a VAT number<sup>2</sup>

I am exempted from VAT (for EU customers only)<sup>3</sup>

**Majority owned by SWIFT shareholder(s)? \***

Yes SWIFT user's name \_\_\_\_\_

BIC \_\_\_\_\_

No

**swift.com administrators \***

Please provide the information for your first administrator:

Family name \_\_\_\_\_

First name \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

Please provide the information for your second administrator:

Family name \_\_\_\_\_

First name \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

**SECTION 1.2 CONTACT DETAILS FOR PUBLICATION ON SB DIRECTORY \***

Please note that this information will be published on a public page on swift.com.

**Contact name** \_\_\_\_\_  
**Telephone** \_\_\_\_\_  
**E-mail** \_\_\_\_\_

**SECTION 1.3 CONTACT DETAILS FOR BILLING \***

Please note that the below address will be used for billing.

**Contact name** \_\_\_\_\_  
**Job Title** \_\_\_\_\_  
**Address (if different from above)**  
Building Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
Postal Code/Zip \_\_\_\_\_  
City \_\_\_\_\_  
State/County \_\_\_\_\_  
Country \_\_\_\_\_  
**Telephone** \_\_\_\_\_  
**E-mail** \_\_\_\_\_

(Please note that if no email address is provided, a payable paper invoice will be set up)

**SECTION 1.4 PROSPECTIVE USER (FOR NON-SWIFT USERS SERVICE BUREAU ONLY) \*\***

Please provide details of at least one User that can confirm its firm intention to use your connectivity services once admitted by SWIFT as service bureau.

Institution	BIC code	Institution Contact name	Contact Email
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

\* If you are an existing Service Bureau and the data did not change, you are not obliged to fill this question.

\*\* If you are an existing Service Bureau, this section 1.4 does not apply.

## Section 2 Registration

### SECTION 2.1 SERVICE BUREAU POINTS OF CONTACT DURING THE REGISTRATION PROCESS

The Service Bureau can choose to provide several points of contact that will provide information and/or documentation related to their area of expertise. The “general” point of contact is mandatory and will be contacted by default to obtain the required documents and information.

Area of expertise	Contact Person
<b>Primary contact for SWIFT</b> Contact details of a person that counterparties or SWIFT can contact for SB related questions	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Finance</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Legal</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Operations/Technical Person</b> 24x7 Security Operations Centre (SOC) that actively monitors and manages all security incidents across the enterprise (e.g. technical infrastructure, networks, facilities, physical ...) and typically operates on a 24x7x365 basis with formal procedures for ticket management, prioritisation, resolution and escalation.	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
	Phone number in case of emergencies _____
<b>CISO</b> Chief Information Security Officer	Name _____
	Job Title _____
	Telephone _____
	E-mail _____

Note: For the operation certification, you will be invited to download tools from swift.com. In order to that, at least the contact person in the area of expertise ‘Operations’ needs to be registered on swift.com.

Registering on swift.com needs to be done by filling in the e-form accessible from <https://www2.swift.com/myprofile/public>. More information on the registration is also accessible from [swift.com registration and administration user guide](#).

## SECTION 2.2 SKILLS CERTIFICATION APPLICANTS

The applicant provider will identify the representatives of the Service Bureau Specialists (minimum 2 names for the Onboarding and also minimum 2 names for the Connectivity) who will subscribe to the skills certification programme.

Existing SWIFT Certified Specialists will be recognized as having the SWIFT connectivity skills certification. If you need more information, please contact [SB.Certification.Office@swift.com](mailto:SB.Certification.Office@swift.com).

Certification track	Applicant
<b>Service Bureau Specialist, On-boarding</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, On-boarding</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, On-boarding</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, On-boarding</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, Connectivity</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, Connectivity</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, Connectivity</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____
<b>Service Bureau Specialist, Connectivity</b>	Name _____
	Job Title _____
	Telephone _____
	E-mail _____

### Section 3: Contractual Framework

The SWIFT Service Bureau application and status are governed by the [Shared Infrastructure Programme](#). By submitting and signing this form, you agree to abide by those terms, including the processing of the submitted information for the purpose mentioned in the form and under those applicable terms. SWIFT will process any personal data you provide according to the SWIFT Privacy Statement (available at the bottom of all [www.swift.com](http://www.swift.com) pages).

The applicable prices for the compliance checks are published in the [Shared Infrastructure Programme Terms and Conditions](#)

You confirm that you are an authorised representative of the service bureau entitled to sign this form on behalf of the service bureau.

<b>Family Name</b>	_____
<b>First Name</b>	_____
<b>E-mail</b>	_____
<b>Function</b>	_____
<b>Signature</b>	
	<b>Date (DD-MMM-YYYY):</b> _____

Please return the form duly signed to [SB.Certification.Office@swift.com](mailto:SB.Certification.Office@swift.com)

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<sup>1</sup> Please select one of the VAT options.

<sup>2</sup> If you are a domestic customer, local VAT will be applied on the invoices. If you are an EU customer and you do not provide SWIFT with a valid EU VAT number, the prices will be subject to the application of local VAT. No credit notes will be made for invoices prior to your VAT number registration in our systems. If you are a non EU customer, the above doesn't apply as out of the scope of VAT

<sup>3</sup> For EU customers only: SWIFT will apply the VAT exemption as from the moment you provide us with the supporting documentation to evidence the EU VAT exemption. No credit notes will be made for invoices prior to your VAT exemption confirmation in our systems