

Customer Register Guidance

Payment Redirection Form

CREG 08

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Useful information

Hints

Please follow these guidelines when filling in the Payment Redirection Form (CReg08) to help avoid delays.

- Use black ink and write in BLOCK capitals.
- Write inside the white answer boxes only.
- Leave one space between separate names or words.
- If you make a mistake, put a cross through it, initial and date it and carry on in the next box. Do not write over or try to correct a mistake.
- Do not use correction fluid.
- Do not send fax or photocopies of registration documents – we can only accept originals.
- If we cannot read the information you give on the form we may need to send you a new one for you to complete.
- If you are a new customer, make sure you have completed a Customer Registration form CReg01 before you make any application to set up a payment redirection under the schemes. To check if you are already registered with RPA, call the Customer Service Centre on 0845 603 7777.
- Please phone the Customer Service Centre on 0845 603 7777 if you have any problem completing form CReg08.
- We recommend that you take a photocopy of all documents, for your records, before you send them to us.
- If you do take a copy, please send us the original not the copy. Please keep this document safe as it will be useful in the future if you want to make changes to, or add to, the details we hold for your business.
- Do not amend the text of the CReg08 form or attach any documents containing additional instructions.

How to contact us

If you have any questions about customer registration you can call our Customer Service Centre on 0845 603 7777 between 8.30am and 5pm Monday to Friday (except public holidays). Calls will be charged at local rate.

E-mail: csc@rpa.gsi.gov.uk

Or write to us at:
Customer Service Centre
Rural Payments Agency
PO Box 1058
Newcastle upon Tyne
NE99 4YQ.

The Payment Redirection form (CReg 08)

General information

You should fill in this form if:

You want to redirect payments administered by the Rural Payments Agency to another business or legal entity.

The Payment Redirection Form (CReg08) is made up of the following parts:

Part A – Customer's details

Part B – Recipient's details

Part C – Recipient's payment details

Part D – Undertakings and Declarations

Your Single Business Identifier (SBI) is populated in the reference at the top of the letter that accompanies your Payment Redirection Form (CReg08). This is a unique reference number that identifies your business. If you have more than one separate business, each will have its own SBI. The SBI is also quoted on correspondence from RPA. If you are unsure of your SBI, please call the Customer Service Centre on 0845 603 7777.

Guidance about how to fill out the form

Part A: Customer's Details:

This part asks for details of the existing customer registered with the Rural Payments Agency, wishing to redirect payments.

SBI - Please enter the Customer's Single Business Identifier (SBI), which is a unique reference number that identifies your business.

Trader/Vendor Number – Please enter the Customer's Trader/Vendor Registration Number (TRN/VRN) if known. (A Trader Registration number (TRN) is the same as a Vendor Registration number (VRN) and generally consists of six or seven characters. Some of these characters may be alpha-numeric. For example 123456G or C123456). It is a unique six/seven digit code that identifies a customer and enables them to receive payment through Bankers Automated Clearing Service (BACS).

Full Business Name – Please enter the Customer's Full Business Name i.e. The name that you trade under/ the name that is given on all correspondence with the RPA.

Telephone Number and E-mail Address – Please give the Customer's contact telephone number (including STD code). This is so we are able to make contact with you if we need to clarify any information. If you have an E-mail address please enter it in the boxes provided.

Part B: Recipient's details:

Name of the person/organisation/entity – Please enter the full name of the Recipient.

Address – Please enter the Recipient's address. The address given here is the address of the person/organisation/entity (i.e. the business) you wish RPA to redirect payments to. Please include the correct postcode. If you do not know the postcode, please ask the Recipient to confirm it or telephone the Post Office enquiries line on 08457 223344.

Part C: Recipient's Payment Details:

This part asks for the payment details of the Recipient. We make payments direct into the bank account of the Recipient. This makes sure payments are made without unnecessary delay. Each time we make a payment we will send you a reference number for you to use if you have any questions about the payment. So that we can make payments we need you to give us the account details of the Recipient.

Payment Details – Put a cross in the relevant box to show whether the bank account is held with a Bank or a Building Society, then give the relevant details i.e. Branch Sort Code, Bank Account Number, Account Name and roll number (if a Building Society). Please see Fig 1 – 'How to find your bank details from a cheque' for a breakdown of how you will find this information. If in doubt, please contact your Bank/Building Society to obtain the relevant details.

Note: The account must be held in the UK, Channel Islands or the Isle of Man

fig 1. How to find your bank details from a cheque

100 Commmarket, Anytown ANYTOWN BANK PLC	80-12-04		
Pay Mr A Body			
	A. N. OTHER		
"323456"	80-12-04	"04258243"	A. N. OTHER
Bank branch no./Sort code	Bank account number	Account name	

Currency Payment Information

We can make payments in sterling or euro. Put a cross in one box to let us know which currency you want the Recipient to be paid in. If euro is selected you must ensure that the Recipient's Bank Account is a UK based account that accepts payments in Euros. If the Customer is active in a variety of schemes and currently receives payment in both currencies and wishes to redirect payments in both currencies please contact the Customer Service Centre.

For those schemes referred to in the SP5 application form (including the Single Payment Scheme (SPS)) the currency of the payment for each scheme year is the one chosen on that form. This choice cannot be amended during the applicable scheme year. For schemes other than those referred to in the SP5, if you want payment to be made in euros please read the guidance below:

The following guidance only applies to any change in the currency of your payments for schemes other than those referred to in the SP5 application form (for example, if you are currently receiving trader scheme payments from us in sterling and would now like to be paid in euro, or the other way round). We can change the currency of payments but, under EU regulations, we can only do so after a waiting period of three months from the receipt of the request. After changing, the currency you will then be locked in to receiving payments for that scheme, in the currency, for 12 months. After that, you can change currency again after a further three month waiting period from the receipt of the request.

We can make payments in euro only for CAP schemes that are fully funded by the EU. The Commission Decision (2000/328/EC) published on 13 May 2000 lets you choose from the following payment options.

- To receive payments in euro for export refunds only and in sterling for all other schemes.
- To receive payments in euro for export refunds and all schemes listed at appendix A, and in sterling for all other schemes not on appendix A.
- To continue to receive all payments in sterling.

If you have been overpaid in euro for SPS we will recover the overpayment in euro. However if you have been overpaid in euro for any other scheme, we will recover the overpayment in sterling. If you choose to receive payments in euro for an eligible scheme, any guarantee or security you pay for that scheme must be paid in euro.

Please note we may not be able to set up the Recipient in euro for a scheme for which payments are due to be paid within 3 months of the receipt of this CREG 08 form with the RPA, or for schemes for which we must make payments in Sterling.

Start date for Redirection of Payment

Please enter the start date for the redirection of payment.

Part D: Undertakings and Declarations

The information you give us must be accurate and you must let us know about any changes. The person(s) who signs here must read and agree to keep to the undertakings and declarations included here before signing the form.

If further sheet(s) are required please contact the Customer Service Centre on 0845 603 7777.

Data Protection Act

Defra is the data controller in respect of any personal data that you provide to the Rural Payments Agency (RPA).

Your personal data will be protected in line with the Data Protection Act 1998. We will use the data:

- to support the application to which it relates;
- in the case of the Cattle Tracing System (CTS) to register cattle and their movements;
- for the administration of the Common Agricultural Policy, and other schemes administered by RPA;
- in relation to the production and safety of food;
- in relation to management of land and other environmental controls;
- in relation to animal health and welfare; and
- in relation to occupational health and welfare.

When required to do so we may pass data to other organisations. For example:

- to HM Revenue & Customs for import or export purposes;
- to Local Authorities for milk, health or cross compliance purposes;
- to English Nature and the Forestry Commission for cross compliance purposes; and
- we may also use the data we collect in connection with the Agricultural Census to produce statistics that do not identify individuals.

In limited circumstances RPA may be required to release information including personal data and commercial information under the Environmental Information Regulations 2004 and the Freedom of Information Act 2000. In particular RPA is committed to releasing information on subsidies paid under Common Agricultural Policy Schemes.

Defra or its agents, including RPA, may use your name, address and other details to contact you in connection with occasional customer research aimed at improving the services that we provide to you.

If you wish to obtain a copy of your personal data held by RPA, please follow the procedure at www.rpa.gov.uk/ under Access to information / Personal data. RPA's public service guarantee on data handling which gives details of your rights in respect of the handling of your personal data is also available on this website. If you don't have access to the Internet please telephone the RPA's Customer Service Centre on 0845 603 7777.

If you believe that any of the information we hold concerning you is incorrect or out of date please provide us with the accurate information in writing together with supporting evidence (if appropriate). You should address your correspondence to - RPA, PO Box 69, Reading, RG1 3YD.

Appendix A

Code	List of schemes for which we can make payments in euro
DFR	Aid for Dehydrated Fodder
SCI	Aid for Sugar in the Chemical Industry
CRS	Aid for refining of preferential raw cane sugar
PSC	Aid for Skimmed Milk Used in the Manufacture of Casein and Caseinates
SMA	Aid for Skimmed Milk Powder for Animal Feed
GMW	Aid for the Use of Grape Must for Wine or Juice
ACA	Apple Consumption Aid
PMX	Dairy Promotion and Market Expansion Scheme
EXR	Export Refunds
FPP	Flowers and Plants Promotions
IBP	Intervention Purchase of Beef
BTP	Intervention Purchase of Butter
CTP	Intervention Purchase of Cereals
SMP	Intervention Purchase of Skimmed Milk Powder
PBF	Private Storage Aid for Beef
PSP	Private Storage Aid for Pig Meat
PSS	Private Storage Aid for Sheep Meat
PSB	Private Storage Aid for Butter and Cream
QBM	Quality Beef Promotion
SEU	Starch End User Subsidy
BNO	Subsidy on Butter Supplied to Non-profit-making Businesses
BFM	Subsidy on Open Market Butter for Manufacturing
BDC	Subsidy on Open Market Concentrated Butter for Cooking
WHR	Whisky Refunds
SPS	Single Payment Scheme