Customer Register Guidance

Amendment Form (CReg 11)

rpa
rural payments agency

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Hints

When filling in your form follow these guidelines 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 the original.
- 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, send us the original, not the copy.
- 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 add any pages of extra information, make sure that you put your Single Business Identifier (SBI) on each page.

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
Lancaster House
Hampshire Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YH

Introduction

General background information

This booklet explains how to fill in your Amendment Form (CReg 10). You will have been sent a CReg 10 form if you need to amend significant details for your business, which we require in writing. Any other changes can be notified by phone via the Customer Service Centre.

The parts of the form you need to complete will depend upon the information you wish to change however in all cases you must complete Part A and sign the undertakings and declarations at Part F.

There may be times when you need to give us extra paperwork (for example, a certified copy of an original document such as grant of probate) that will give you the authority to make the change. If this is the case, attach these papers to the form and write your SBI on each page. If you are not sure whether you need to provide extra paperwork, phone the Customer Service Centre on 0845 603 7777 for advice.

If you need more copies of form CReg 10, you can ask the Customer Service Centre for these.

Land changes

The Rural Payments Agency (RPA) has built a Rural Land Register (RLR) which holds digital mapping information of all registered land parcels. All land must be registered on the RLR in order to be eligible for payments through the Single Payment Scheme (SPS) or the Environmental Stewardship Scheme (ES). From 1 April 2008 you will also need to pre-register land on the RLR to be eligible for payments through the English Woodland Grant Scheme.

If you have any land for which you claim or intend to claim via RPA, Natural England or the Forestry Commission, and which has not already been registered on the RLR, you will need to complete an RLE 1 form so that it can be registered.

If any of your land has been transferred to a different business (for instance as a result of a change to the structure of the business), you will need to complete an RLE 1 to transfer the land to the other business. Otherwise we will assume that any land currently associated with your business remains part of your business.

You can request an RLE 1 form by contacting the Customer Service Centre or alternatively you can mark the box on the front of the CReg 10 form and we will send you an RLE 1 to complete.

Data Protection Act

Defra is the data controller in respect of any personal data that you provide to 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; or
- to the Environment Agency, Natural England and the Forestry Commission for cross compliance purposes.

We may also use the data we collect to produce statistics for the agricultural census. However, these statistics will 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 we are committed to releasing information on subsidies paid under CAP schemes.

NEW EC legislation (Council Regulation (EC) No. 1290/2005 and Commission Regulation (EC) No 259/2008) requires the UK to publish details of recipients of CAP subsidy payments on a single website containing:

- trading title (ie the name in which the claim is made),
- payments for the year broken down into SPS and related payments, and Rural Development Programme payments,
- local town and the first three or four digits of the recipient's postcode.

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.

To obtain a copy of your personal data as held by RPA, go to www.rpa.gov.uk and click on 'Access to information', then 'Personal data'. RPA's public service guarantee on data handling, which sets out your rights in respect of the handling of your personal data, is also available online. If you do not have access to the internet, please call the 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). Send the information to: Access to Information Helpdesk, Rural Payments Agency, PO Box 69, Reading, Berkshire, RG1 3YD.

Filling in your form

The form has the following parts.

Part A	Customer details
Part B	Business details
Part C	Payment details
Part D	Removing legally empowered people
Part E	Appointing people to represent your business
Part F	Undertakings and declarations

Part A: Customer details

Give your current business details to allow us to easily identify your customer record.

A1: Single Business Identifier (SBI)

The SBI is a unique nine digit reference number that identifies your business.

A2: Trader/Vendor number

This is a unique 6 character reference belonging to your business that may be alpha-numeric or entirely numeric and enables us to make payments direct to your bank account. We send a remittance advice when we make payments direct to your account and your Trader/Vendor number is denoted as the Payee Reference number. If known please provide your Trader/Vendor number(s).

A3: CPH (County Parish Holder Number)

We issue this number on behalf of Defra, to identify agricultural holdings and any premises where cattle, sheep, goats and pigs are kept, whether you claim subsidy or not. If you are a non-farming customer, you will not normally have a CPH number.

A4: Business name

Please give your current business name.

A5: Telephone number

Please give a contact telephone number (including area code) for this business so that we are able to contact you if we need to clarify any information.

Part B: Business details

B1: New name of business

If you are informing us of a change in business name give the new business name in the boxes provided.

B2: Change in structure

Please put a cross in the relevant box to indicate whether this is a change in name only or whether there has also been a change to the structure of the business (i.e. someone has left or joined the business). If there has been a change to the structure of the business and your business claims under the Single Payment Scheme (SPS) we will send you an IACS 26/27 form to complete.

If you wish to change any of your details for milk quota purposes please also contact the Dairy Schemes helpline on 01392 266466.

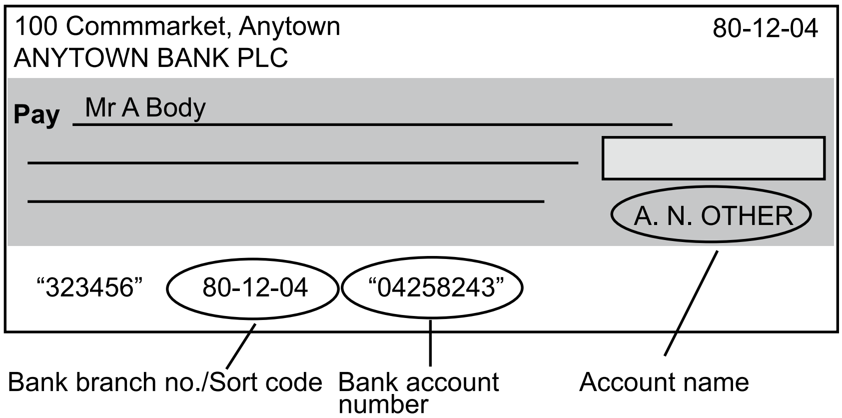
B3: New legal status of business

If you are informing us of a change in legal status give the new status by marking the appropriate box. If you have changed to a limited company also provide your Certificate of Incorporation number.

Part C: Payment details

If you want to change any of your current payment details write the new details in the relevant boxes. The diagram below should help you find the information you need on your cheque.

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



Method of payment

We make payments by 'electronic fund transfer' (that is, straight into your bank account). This makes sure payments are made without unnecessary delay. Each time we make a payment to your bank or building society account, we will send you details of the payment, including a reference number you should give us if you have any questions. To make these payments you need to give us bank or building society details for your business.

C1: Where your account is held

Give the bank or building society details for the account you would like us to make payments to. You only need to give a roll number if it is a building society account that has a roll number. If you have an International Bank Account Number (IBAN) and are unsure of how to enter it on this form call the Customer Service Centre on 0845 603 7777.

C2: What currency you are paid in

We can make payments in sterling or euro. Put a cross in one box to let us know in which currency you want to be paid. 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 that requested on that form. This choice can not be amended during the applicable scheme year. This form can not be used to override the currency preference chosen on the SPS application. If you choose to be paid in sterling, go to question C4. If after reading the guidance notes below, you choose to be paid in euro, go to question C3.

The following guidance 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 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. After changing currency you will then be locked in to receiving payments for that scheme, in that currency, for twelve months. After that, you can change currency again after a further three month waiting period.

We can make payment 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 in appendix A, and in sterling for all other schemes.
- 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 must pay for that scheme must be paid in euro.

C3: This is the scheme which you are paid in euro

Tell us which schemes you want payment for in euros subject to the guidance at C2. A list of schemes that we can pay in euro for is at Appendix A. Select the appropriate code for the scheme you wish to be paid in euro and enter it into the boxes provided. For schemes not on the list we will continue to make payments in sterling. If you are currently being paid in euro for a particular scheme, and want to change this to being paid in sterling, phone the Customer Service Centre on 0845 603 7777.

C4: Where we send your payment notification to

Tell us the address that you want us to send details of payments to if it is different to where we currently send notifications. If you currently receive payments by payable order please provide your bank details at C1 to allow us to make payments direct to your account. After 16 October 2008 we will only be allowed to make CAP scheme payments direct to customers' bank accounts, under Commission Regulations (EC) No 885/2006. **If we do not receive your bank account details, RPA will not be able to make payments to you from that date.**

Part D: Removing legally empowered people

You should fill in this part if you have completed a CReg 01 form and would like to remove or change the empowerment level of a person with legal empowerment for your business. This may be because:

- this person is no longer with your business and you want to remove their empowerment; or
- your business has changed and a person who is currently registered as having legal empowerment will be staying with the business but will no longer have legal responsibility for it.

This part allows you to remove legal empowerment from up to three people

Legal empowerment allows a person to access and change all details we hold for the business on the Customer Register. RPA will also accept any SPS claim applications (including subsequent amendments or withdrawals) and associated undertakings made by that individual as being on behalf of the business, where the scheme rules permit this. This empowerment does not relate to any other schemes.

Please give the name and PI of the person or persons who are no longer legally responsible for your business and put a cross in the 'no longer legally empowered' box above their name. Put a cross in the relevant box to let us know whether this person is still associated with your business. If they are still with the business and you wish to assign a lower level of empowerment please give their details at Part E of this form.

Part E: Appointing people to represent your business

You should fill in this part if you have completed a CReg 01 in the past and would either like to add someone new to the business or you wish to remove legal empowerment from someone at Part D and would like to give them a new lower level of empowerment. If you have not completed a CReg 01 in the past and would like to add someone to your business please contact the Customer Service Centre and request a CReg 01 form.

E1: Sheet number

Number each copy of Part E that you fill in. Make sure that you write your SBI number on each separate part.

E2: Name and PI

Give the title and full name of the person you are appointing. If this person already has a PI please give it in the boxes provided. They will only have a PI number if they are involved with a separate business and have already been registered with that business.

E3: Address and contact details

Give the address and contact details we should use to contact this person.

E4: Role

From the table at appendix B please choose the one role that best describes this person's function in your business and put the code for that role in the box provided.

E5: Communications in Welsh

We will be providing these documents and other correspondence in Welsh at a later stage. If you tell us this person would prefer to deal with us in Welsh, we will record this preference and will let them know when the Welsh language versions become available.

E6: Legal empowerments

Put a cross in the relevant box to tell us if this person has legal empowerment for your business. If this person has legal empowerment they will have the ability to access and change all details that we hold for the business on the Customer Register including payment and financial details. However we require any amendment to 'controlled details' to be requested in writing on a CReg 10 form and signed by all legally empowered people. 'Controlled details' are the business name, legal status, payment details and removing legal empowerments from a person within the business.

E7: Empowerment levels

If this person does not have legal empowerment, put a cross in the relevant boxes to show us whether they are fully or partially empowered.

A person with 'full empowerment' can access all information held on the Customer Register for this business. They can also change all information we hold on the Customer Register for the business except controlled details. Full empowerment also allows a person to change the empowerment levels of others associated with the business except those with legal empowerment.

A person with 'partial empowerment' can access all information held on the Customer Register for the business but can not amend anything.

E8: Signature

The person identified in this section should sign in the signature box and fill in the date. If this person is legally empowered they must also sign the undertakings and declarations at Part F.

Part F: Undertakings and declarations

The information you give us must be accurate and you must let us know about any changes. The person(s) who sign here must read and agree to keep to the undertakings and declarations included here before signing the form. If further sheet(s) are required contact the Customer Service Centre on 0845 603 7777.

Appendices

Appendix A - List of schemes for which we can make payment in euro

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
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
WHR	Whisky refunds
SPS	Single Payment Scheme

Appendix B - Person's role

Code	Person's role	What they do within the business
01	Owner/sole trader	Responsible for all matters
02	Partner	Responsible for all matters
03	Director	Responsible for all matters
04	Executor or personal representative	Represents a person's estate after their death, in line with a grant of probate or letters of administration
05	Official receiver, trustee or administrator	Manages the financial affairs of a bankrupt business, in line with a court order
06	Manager	Deals with business matters, as authorised by their empowerment
07	Animal keeper	Responsible for looking after animals
08	Employee	Deals with business matters, as authorised by their empowerment
09	Agent	Acts on behalf of the business as authorised by their empowerment