# **CRBOT** Troubleshooting & User Manual

03 July 2025

Please ensure you are reviewing the most up to date guidance notes. You can find the most recent forms and guidance in our section <u>Forms and guidance material for CRBOT</u>.

**Trust Register Team** 

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## 1. Introduction

This troubleshooting manual has been created to address user issues identified when registering trusts on the new Central Register for Beneficial Ownership of Trusts (CRBOT).

If your query is not covered in this manual, please contact us via MyEnquiries (see here for more details).

## 1.1. Where can the new trust register be located on ROS or myAccount?

For **ROS users**, Trust Register Functions can be found under TAIN SERVICES tab, in "Other Services".

For **myAccount users**, Trust Register Functions can be found on the main myAccount page under "My Revenue Record". Please see <u>ROS screens</u> & <u>myAccount</u> screens.

MyAccount has certain limitations,

- All beneficial owners must possess PPSN's (unless they are a legal entity).
- Only individual trustees can register a trust through MyAccount

You may need to register for ROS if either of these two issues will affect a trust you are registering. Before registering for ROS you will need to apply for a <u>CRBOT TAIN</u>.

## 2. Register for ROS

CRBOT is only available on ROS. You will need to have a ROS Tax Agent Certificate, if you are an agent or individual registering a trust on behalf of trustees or are a trustee who does not wish to register a trust on your myAccount.

## 2.1. Register for ROS as a trustee or representative of a trust

Steps: • Apply for a TAIN using the CRBOT TAIN application form (see forms & guidance section for latest versions).

A TAIN is a unique identifying number that is required for the ROS registration process. On receipt of the TAIN, go to the Revenue website section <u>Register for ROS</u>.

In Step 1 of this process, Apply for your ROS Access Number (RAN), select the option to apply as 'A Tax Agent'. This option must be selected regardless of whether you are a *tax agent*.
 A prompt will appear to enter the TAIN.

Once this section is completed, the RAN will be processed and posted to the address provided.

When you have your RAN & TAIN you can then continue to download the ROS Certificate.

- Go to website section <u>Register for ROS</u>.Click in Step 2 **Apply for your Digital Certificate.** You will be asked to present your RAN.
- Follow the screens through, please remember that you are registering as a 'Tax Agent'. You will also need your TAIN to hand.
- During this process you will be prompted to provide an email or phone number to receive a temporary password.
- When you receive the password click on the screen 'I have my system password'.
- At the end of this process, you will be prompted to create a name for the ROS Certificate & create a New Password. You must then save the cert to your computer. Please save the certificate somewhere easily accessible, e.g. Desktop.

**NB: Please do not try to open this file.** This file is required for the final stage of registering for ROS.

Once you have downloaded your certificate please go to ROS Log-in page here.

- Please click on Manage my Certificates under 'Select Certificate'.
- You will be prompted to browse your computer for the relevant file, i.e. the certificate you saved to your computer. Select this certificate, enter your new password (which you created) and then click on 'Load Certificate'. The certificate will populate on the page. Click 'Return to ROS Login' on the bottom of the page.
- Enter your password and you should now have access to ROS.
- Go to 'Other Services' at the bottom of the page and go to 'Trust register Functions'. Once in here, you can 'Register a new Trust in the Trust Register'

Once in Trust Register Functions a trustee or their representatives can:

- <u>Register a new trust</u> in the trust register.
- <u>Amend or review</u> a successfully registered trust & <u>print</u> individual beneficial owner details.
- Provide a trust register Access Number to designated persons carrying out due diligence.

Snips of all relevant ROS screens can be found here.

### 2.2. ROS Access Number (RAN) applied for but not received yet

Please see section <u>RAN letter not received</u> on Revenue.ie for further assistance.

2.3. Is there ROS Offline functionality for the Trust Register?

No, offline functionality is unavailable for CRBOT.

## 2.4. Non-Irish trustee or representative and need to register a trust on the CRBOT

Follow steps above in 2.1. Please note it is <u>not</u> necessary to have a PPS or Irish tax registration number to get a CRBOT TAIN.

We have provided a new *CRBOT FAQ* & *troubleshooting guide for UK trustees* and advisors in our <u>Forms and</u> <u>Guidance section</u>.

## 3. ROS Administrator & TAIN Link

The ROS Administrator is the person who downloads the first certificate for the individual or entity. They will have full access to all ROS functions and records for that ROS account. Additional users (Sub-users) may be set up after the ROS Administrator has accessed ROS.

A CRBOT TAIN Link form is required during the registration process where a representative, agent or advisor is completing the registration on the trustee's behalf. A link will be provided to the form.

Electronic copies of signed letters must be in the **tif, tiff or pdf format and be less than 5 megabytes in size**.

## 3.1. Set up sub-users to register trusts on ROS

Yes. Please see steps below.

- Log into ROS as the ROS administrator and click on the 'Admin Services' tab.
- Click 'Add New' on right side of the page.
- Enter the sub-users details: 

   Surname: surname of the individual that the cert is for. 
   First Name: First name of the individual the cert is for. 
   ID Ref: This is an identifying reference number that you make up, e.g. Staff number, or another identifier. This ID Ref will be used to download the certificate and must be unique.
  - **ID Type:** The type of ID reference number given from the dropdown menu e.g. Other.
  - **E-Mail Address**: Contact e-mail address for the above named.
- Click **'Submit'**. The sub-user will receive an email notifying them that the Admin has requested a sub-cert on their behalf and providing guidelines on what to do next.
- The Admin should then provide the sub-user with their *ID Ref & password*. The system password can be found in the in 'Admin Services' beside the sub-users ID Ref. Click on the lock to view password.
- Once the sub-user is set up the admin can set their permissions for the trusts register. Please see below advice for permissions.

## 3.2. Give sub-user permissions to register trusts using ROS

Please see steps below.

- Go to Admin Services tab on ROS (top of main page)
- In there you will see your sub-user certificates. Select on the relevant user and then click on 'Revise' button.
- Scroll down to 'Permissions on Administration Services'. You will see a list of services and 'No' will be checked on all of them.
- Check 'Yes' for 'Submit Registration' Click 'Confirm' at bottom of the page.

This sub-user should now have access to Trust Register Functions. For further details please ROS document here

- Go to Admin Services tab on ROS (top of main page)
- In there you will see your sub-user certificates. Select on the relevant user and then click on 'Revise' button.
- Scroll down to 'Permissions on Administration Services'. You will see a list of services and 'No' will be checked on all of them.

- Check 'Yes' for 'Submit Registration'
- Click 'Confirm' at bottom of the page.

This sub-user should now have access to Trust Register Functions. For further details please ROS document here.

## 3.3. Warning Message "You are not logged in as a ROS agent, please see CRBOT troubleshooting & user manual for more information"

This means you are not using the relevant ROS Cert for the purposes of CRBOT, i.e. you may be using your own ROS Individual ROS Cert or Solicitor Cert. You will need to <u>register for a new ROS Cert</u> specifically for the CRBOT.

## 3.4. Is the standard agent link form acceptable as the TAINK Link Notification?

No. The TAIN Link for CRBOT is separate to the standard agent link form usually required by ROS users. A link for this form can be found on the <u>TAIN Link Attachment page</u> when registering the trust.

Note: Electronic copies of signed letters must be in the tif, tiff or pdf format and be less than 5 megabytes in size.

## 3.5. Signatures required for the TAIN Link Notification forms

Both the Trustee and agent/advisor must sign the TAIN Link Notification form. A signature of at least one trustee will suffice for this purpose.

Please note that when registering a trust for the first time using a ROS agent cert, you will be required to upload a TAIN Link in all circumstances, i.e. regardless of whether you are a trustee, employee/officer of trustee or agent/presenter. In this case, if the trustee is presenting the information, they should note this on the form and upload as normal.

## 3.6. Asked to upload the TAIN Link form even if presenter is a trustee

ROS has different certificates that are used to gain access to the system. For users who only want to access ROS to enter information in the CRBOT, an agent cert is issued.

When registering a trust for the first time using a ROS agent cert, you will be required to upload a TAIN Link in all circumstances, i.e. regardless of whether you are a trustee, employee/officer of trustee or agent/presenter.

In this case, if the trustee is presenting the information, they should note this on the form and upload as normal.

Note: Electronic copies of signed letters must be in the tif, tiff or pdf format and be less than 5 megabytes in size.

## 3.7. Can one TAIN Link Notification form be uploaded for several trusts?

No, a TAIN Link Notification should be uploaded for each trust registration. You will be prompted to upload the TAIN Link Notification after entering the Beneficial Ownership Details. A link to the form will be available on the TAIN Link Attachment page. Both the agent/advisor and the Trustee must sign this form.

### 3.8. Beneficial ownership details entered and not asked to provide a TAIN Link

Once you have uploaded a TAIN Link once for a particular trust, you will not be asked to upload the TAIN link again for this trust.

Please note that when registering a trust for the first time using a ROS agent cert, you will be required to upload a TAIN Link in all circumstances, i.e. regardless of whether you are a trustee, employee/officer of trustee or agent/presenter.

### 3.9. How to move a trust from am an own ROS business cert to a CRBOT Agent Cert?

You can link the registered trust to you agent/advisor ROS certificate. Please see our ROS Screens <u>'Changing</u> <u>Agent/Advisor Link</u>'.

Remember, if you are acting in a representative capacity only, you must register a trust through your ROS agent/advisor certificate. This will ensure a TAIN Link will be uploaded and confirm that you can act on behalf of a trustee or trust

## 3.10. Wrong document uploaded in the TAIN Link Attachment page. How to rectify this?

Send the correct document via <u>MyEnquiries</u>. Please provide as much information as possible, i.e. your registration number, your TAIN, the relevant trusts' name and registration number and, if possible, the notice number.

## 3.11. Can a bulk upload be done where an agent/advisor has several trusts to upload?

No. There is no functionality available for bulk uploads of multiple trusts.

#### 3.12. Some of the trusts have hundreds of beneficial owners, is there bulk upload functionality available?

For trusts with greater than 50 beneficial owners, the data can be input on a spreadsheet and uploaded by the Trust Register team to the CRBOT. The same mandatory information will be required as on the online registration. The trust must first be registered with one beneficial owner.

Such requests should be made via MyEnquiries only.

Note: We will not accept a submission that has less than 50 beneficial owners.

### 3.13. Numerous staff with the trust permissions. Can staff input to the Trust Register at the same time?

The system only allows for one trust to be registered at a time. If a trust has been partially saved, when a user enters the Trust Register Functions, they will see a screen where they can choose from one of the following options: New, Edit, Sign, Delete. Please see ROS screens for <u>Partial Saved registration</u>.

## 4. Registering a Trust

4.1. As a trustee, do I have to enter my details in 'Presenter Details' & 'Beneficial Ownership Details' pages?

Yes. You are providing the information to the register, so must provide this detail in the 'Presenter Details' page and you are also a Beneficial Owner, i.e. a trustee, and must be included in the 'Beneficial Ownership Details' page as a trustee. Please ensure that this email has been set up for MyEnquiries (this can be done in the 'Admin Services' tab on ROS).

## 4.2. Error message after entering the Presenter details.

Some common issues that are causing errors and available solutions are noted below:

- Missing information: Ensure all mandatory fields are complete, including the drop-down section at the top of the Presenter Details page, "Capacity of the person providing the information".
- Insertion of commas: When entering address of a presenter or beneficial owner, use each address line and where two pieces of data are on the one line, do not use commas.

## 4.3. Presenter Details to enter for companies representing trustees.

When entering details into the Presenter Details page:

- If the presenter is an individual, fill out the address line as normal.
- If the individual is acting on behalf of a legal entity that is the presenter, please name that legal entity in address line 1.

In either case, the individual filling out the presenter details should provide their first and last name

## 4.4. One of the beneficial owners is both a trustee and a settlor. Can their details be entered only once?

No. You must enter these beneficial ownership types separately, e.g. if the same individual is a settlor and a trustee, then you must enter all their details as a trustee and then enter all their details as a settlor.

## 4.5. One of the beneficial owners is a Legal Entity. What number is acceptable as the *filing number*?

Where a beneficial owner of a trust is a legal entity the details of the natural person beneficial owners of the legal entity are required also. However, if the beneficial owners of the legal entity have been detailed on another EU register, it may be possible to cross reference to these beneficial ownership details. There are three options to cross reference another beneficial ownership central register:

- Central Register of Beneficial Ownership of Companies and Industrial and Provident Societies (RBO) 

   The RBO Unit deals with the submission and registration of all Beneficial Ownership details for companies and I&Ps, <a href="https://rbo.gov.ie/">https://rbo.gov.ie/</a> For the purposes of a Legal Entity registered on the RBO, we understand that a different submission reference (SR) number is provided for every new input on this register. In light of this, the legal entities' CRO number will be acceptable as a filing number for the purposes of CRBOT.
- Central Register of Beneficial Ownership of Irish Collective Asset-management Vehicles, Credit Unions and Unit Trusts (also referred to as Beneficial Ownership Register for Certain Financial Vehicles- CFV) 

   The Central Bank deals with the submission and registration of all Beneficial Ownership information for CFVs, <a href="https://www.centralbank.ie/">https://www.centralbank.ie/</a> For the purposes of a Legal Entity registered on the above, we understand that this register does not provide a filing number. In this instance you may proceed without inputting a filing number. Please note you must still provide the name of this register in the relevant box.
- any register, corresponding to either of those foregoing Registers, in another Member State

## 4.6. If the Legal Entity is not on another Irish or European central register.

An example would be a UK Legal Entity that is a beneficial owner of a trust that holds property or has a business relationship in Ireland, there are three scenarios outlined below:

- Scenario 1: The UK Legal Entity is not registered on another central register in the EU: The trustee must provide full individual beneficial owner details of this legal entity, when registering the trust on the CRBOT.
- Scenario 2: The UK Legal Entity is registered on another register central register in the EU: The trustee must provide the name of the legal entity and reference number from the central register where the legal entity beneficial ownership details have been provided, when entering the details of the legal entity beneficial owner of the trust. There is no requirement to provide the individual beneficial owner details of the legal entity in this case.
- Scenario 3: The UK Legal Entity is registered on the HMRC Trust Registration Service (TRS) only: The trustee must provide full individual beneficial owner details of this legal entity. This includes:
  - Name, date of birth, nationality & residential address of all beneficial owners A statement regarding their relationship to the legal entity in the 'Nature & extent of interest held' box.
  - PPSN's or, if no PPSN, <u>another form of identification</u>

## 4.7. A beneficial owner is a trust that is already registered on CRBOT. Do their details need to be input? No. If the trust is already registered on CRBOT:

- In Beneficial Owner Details Page: Select the relevant beneficial owner type
- Select Yes to 'Is this beneficial owner a Legal Entity'
- Select Yes to 'Is this Legal on another Central Register'
- The filing number is the trusts' registration number on CRBOT
- The other central register name: CRBOT

## 4.8. Mistake made on the other 'Central Register' detail for the Legal Entity. Can this be amended? Yes. For more information see <u>here</u>.

## 4.9. What date is required for "date entered into the entity's internal register"?

From the 29/01/2019 trustees were required to keep a complete and up-to-date register of the trust's beneficial ownership (BO). CRBOT is the follow-up obligation of this internal register brought in because of EU anti-money laundering directives. Therefore, the date required is the date that the relevant BO details were registered on the trusts own internal register.

## 4.10. Warning message: "The PPSN and Date of Birth input do not match records from the DEASP, please check you have input the correct details".

Please ensure you have the correct date format and removed any zeros or spaces in front of and behind the PPS number. If you are still having issues you may need to double check that the date of birth and PPSN are correct.

## 4.11. One of the Beneficial Owners of the trust has no PPS number. What details are then required on CRBOT?

ROS users will be given the option to enter and upload another form of identification, however there is a limitation on this for myAccount users as noted below.

If you are a trustee using myAccount to register the trust, you will need a PPS number for all beneficial owners.

If, in the above scenario, any of the beneficial owners does not possess a PPS number, you will need to <u>register for</u> <u>ROS.</u>

Examples of documentation that can be uploaded where no PPS number has been given:

- Foreign Tax Registration Copy of official correspondence received by the beneficial owner from HMRC (if UK tax number)
- Passport Copy of same to be uploaded
- National Identity Number Copy of recent official government correspondence showing beneficial owner details, e.g. name & national insurance number (if UK resident).

This is required for <u>all</u> beneficial owners that do not possess a PPS number.

Note: Electronic copies must be in the tif, tiff or pdf format and be less than 5 megabytes in size.

## 4.12. Beneficial Owner is a minor with no ID. What can be uploaded for this minor?

In this case, where the minors do not possess any of the ID documents previously mentioned, a copy of an official birth certificate will suffice and must be uploaded where prompted.

## 4.13. Can a full address be input to one line only?

No. The address must follow the format on the screen, i.e. Address 1, Address 2 etc.

When entering the address of the presenter or the beneficial owner, if you list multiple address lines using commas this may cause issues with your registration. Please use each address line and where two pieces of data are on the one line, do not use commas.

## 4.14. Successful acknowledgement received but no message in Inbox Messages in Revenue Record

CRBOT is not available in Revenue Record.

To review the information you have submitted, please go to the Trust Register Functions page. This will list all successfully registered Trusts. Click on the trust you wish to review and go through each page until you get to the Beneficial Ownership details page. Here you can <u>amend</u>, review, and <u>print</u> beneficial owner details.

## 4.15. Confirmation of trust registration

If a trust is successfully registered on the CRBOT, you can print/review the beneficial owners by following the steps below:

To review/print your registered trust;

- Go to the main Trust Register Functions section. Here you should see names of all the trusts you have registered. Click on the trust you wish to review.
   You will then have to provide your Presenter Details.
- Click Next and you will be brought to the Basic Trust Details page.
- Click Next on this page and you will be in the Beneficial Ownership Details page, here you can view, print and edit the beneficial owners as required.
- Once finished in this page, click Next and you will be brought to the Sign and Submit, which will save any changes.

Please note the **'Verify Trust Details'** button in the main Trust Register Functions page is only for <u>designated</u> <u>persons carrying out due diligence</u>.

### 4.16. Proof of registration of a trust for a third party

There is a print option for each beneficial owner once the trust has been registered. Please follow steps below.

- Once the trust has been successfully submitted, return to the main Trust Register Functions section.
- The name of the trust should be visible on the main page. Click into the relevant trust.
- Provide the Presenter Details and follow through to the Beneficial Ownership Details page.
- At the bottom of the page find the 'Beneficial Ownership List', click 'Amend' beside the beneficial owner you wish to <u>print</u> and then click 'Print' at the bottom of the page.

## 4.17. How to delete a trust

There are two scenarios where a trust can be deleted:

• Scenario 1: If the trust has made a final distribution and is no longer in existence:

The trust will be deleted after 10 years in line with Regulation 23(4) of SI 194/2021; The Registrar shall delete from the central register information entered in it in relation to a relevant trust if 10 years have elapsed from the date on which the final distribution is made under the trust (should such occur) and, as soon as may be after that deletion, the Registrar shall destroy that information.

Trustees must ensure to amend the register for beneficial owner cessation dates, when relevant.

Scenario 2: If a trust registration has been duplicated in error:
 Contract the Trust Desister Term via Multiple places provide details of Trust No.

Contact the Trust Register Team via MyEnquiries. Please provide details of Trust Name, Trust Registration Number to be deleted and provide an explanation as to the reason for deletion.

## 5. Amendments to Registered Trusts

All amendments to the trust can be completed on ROS, through the Trust Register Functions section (details provided below).

Please note that under Regulation 25 (5) of SI 194/2021, where the trustee has made an amendment to the internal trust register, there is a follow-up obligation on the trustee to make the same amendments to the CRBOT registration within 90 days from the date on which the amendment was made on the internal register

## 5.1. How to amend/make additions to the Beneficial Ownership Details after registration

On the Trust Register Functions page, select the relevant trust name.

- Enter the presenter information (remembering to pick from the drop-down box at the top of the page) and follow through to the Beneficial Ownership Details page.
- To amend an existing beneficial owner, go to the bottom of the page and the Beneficial Ownership List. Click Amend beside the relevant beneficial owner. On completion of amendments, select Save.
- To add a new beneficial owner, select Create New button near the page end. On entering details of a new beneficial owner, select Save.
- On completion of amendments, you will return to the Sign & Submit page.
- Remember, when amending an already registered trust, follow the screens through to submission for the amendment to take effect.

**Note:** Presenters will not be asked again for a TAIN Link on a pre-registered trust.

## 5.2. Access for Trustee who did not present the information

This is available for the trustee. Please enter Trust Register Functions on your ROS or myAccount. Any trusts that you are a trustee of will be available for you to view and amend.

<u>Note:</u> If you amend an already registered trust, you must follow the screens through to submission in order for the amendment to take effect. Please ensure you click the **Save** button when you are finished amending details on each beneficial owner.

## 5.3. How to delete duplicated items input in error

Please contact our <u>MyEnquiries</u>; providing the entries to be deleted, the Trust Registration number and your TAIN/Customer number.

### 5.4. How to amend wrong beneficial owner type input for one of the beneficial owners

The beneficial owner type cannot be amended on ROS. Please send details of correction to the Trust Register Team via <u>MyEnquiries</u>, include the Trust Registration number and your TAIN/Customer number.

## 5.5. The trust has not appeared on the Trust Register Functions page

Please wait at least 48 hours for a trust to appear. This may take longer if registered over a weekend.

If the trust still hasn't appeared, contact us via <u>MyEnquiries</u> providing the following:

- Acknowledgment number (this is provided to you when the trust is successfully submitted)
- TAIN (if you are a ROS agent/advisor)
- Customer number (if you registered the trust via myAccount or using your personal ROS cert)

## 6. Designated Persons carrying out due diligence

## 6.1. How to access the register for due diligence checks

Access to the register for designated persons became available after the initial deadline date of 23rd October 2021.

From that date, for designated persons carrying out due diligence, you should contact the trustee who will provide you with an access code to view the register. This access is timebound.

Please see the 'CRBOT Information on Access for Designated Persons & Discrepancy Notices' in our *Forms and <u>guidance</u> for further information.* 

## 7. ROS Screens

## 7.1. Access by Agents/ Advisors/ Presenters to the Register

## TAIN SERVICES

Other Services
MyEnquiries
VAT Number Verification
Manage Financial Statements
Upload Multiple Financial Statements
Trust Register Functions

## 7.2. Trust Registrations

Successfully filed trusts will appear under **Trust Name and Registration Number**. If you need to edit details on an existing registered trust, click on the trust name.

To print beneficial owner details, you must click on the registered trust and follow through the pages to the Beneficial Owner details page. See <u>here</u> for more details.

<u>Note:</u> 'Verify Trust Details' is only for designated persons to access the register. It does not allow presenters to print a summary of a trust.

- Trust Register Function	าร			
This service allows you to regist	er a new Trust into the Trust Register.			
	Register a new Trust in the Trust R	egister		
	Verify Trust Details			
You can also view and update th Below is a list of trusts you act a	e details of any trust that you act as agent for. s agent for.			
Show 10	✓ entries			
	Trust Name and Regist	ration Number.		
3 <del></del>	XYZ 0371108	0SH		
	NEW TRUST 037	13585MH		

## 7.3. Registering a new trust

egistration	
Registering a new Trust in the Trust Register (1 of 4)	
A You will be required to upload a 'TAIN Link Notification' letter authorising this request before completion.	
Electronic copies of signed letters must be in the tif, tiff or pdf format and be less than 5 megabytes in size.	
The following information will be requested in relation to the trust being registered:	
Details of the person submitting the information.	
The name of the Trust.	
Details of the Beneficial Owners of the Trust.	
A 'TAIN Link Notification' letter authorising this request	
	Next

## 7.4. Presenter Details

<u>Note</u>: If a presenter has already registered a trust, their details can be prepopulated in the form by clicking on their name. If a new presenter is filing the information, they will have to enter their full details in all mandatory fields (\*).

Capacity of the person p	roviding the information *		Officer/Employe	e of the Trus	t 🗸			
			Show 5		~	entries		
Presenter Name	Address Line 1	Address L	ine 2	Address	Line 3	Add	lress Line 4	
Jane Smith	Agent ABC Ltd	No. 2 Office	(	Dublin 2				
howing 1 to 1 of 1 entries					First	Previous	1 Next	Last
First Name *			Jane					
Surname *			Smith					
Address								
Address Line 1 *			Agent ABC Ltd					
Address Line 2 *			No. 2 Office					
Address Line 3			Dublin 2					
Address Line 4								
Eircode								
Email Address *								
Dhone *			0044004507					

### 7.5. Warning message on Presenter Details Page

If the below message appears, it means you are not using the relevant ROS Cert for the purposes of CRBOT, i.e. you may be using your own Individual ROS Cert or Solicitor Cert. You will need to <u>register</u> for a new ROS Cert specifically for the CRBOT. Before registering for ROS you will need to apply for a <u>CRBOT TAIN</u>.

1740 O	z or iy i rosonior bot					
Capacity of the person p	providing the information *	Agent/Pr	esenter 🗸 🗸			
		You are no troublesho	t logged in as a ROS ager oting & user manual for m	it, please see C fore information	RBOT n.	
Show 5	✓ entries					
Presenter Name	Address Line 1	Address Line 2	Address Line 3	Ad	Idress Line 4	
Jane Smith	Agent ABC Ltd	No. 2 Office	Dublin 2			
Showing 1 to 1 of 1 entries			First	Previous	1 Next	Last
Clear				,		
Eiret Namo *		Terror 1				

## 7.6. Name of Trust

The trust must be given a name in order to identify the trust.

	-	This value is required
lame of Trust *		
Cancel		< Back Next

Please note that following a trust registration the page above will look like the page below.

Here the presenter can:

- provide an Access Number to a designated person by selecting the Generate Access Number or,
- if the presenter wishes to amend the trust, they can select the 'Next' button and move on to the Beneficial Ownership Details page and amend the trust as relevant.

ame of Trust *	TEST TRUST	
a 3rd party requires access to the Trust Register (to ver	fy the Beneficial Owners of the Trust), a Trust Registe	r Access Number must be created
oth the Registration Number and the Trust Register Acce	ess Number should be given to the 3rd party.	
Registration Number	03710040BH	
rust Register Access Number		
rust Register Access Number Expiry Date		

## 7.7. Beneficial Ownership Details

**Step 1:** Pick from dropdown for Beneficial Owner (BO) type. There will be different information required based on the BO type and the legal entity/individual status of the BO type.

Step 2: Once the BO information has been entered click Save

You will see that each newly saved BO will be added to the Beneficial Owner Details page at the bottom of the page.

**<u>Note</u>**: The BO details can only be printed once the trust has been successfully registered.

Please see <u>here</u> for further information on printing each BO.

Jenotes a required he	łd			
Reneficial Owner				
Type of Beneficia	I Owner *	Please Select 🗸		
Is this Reneficial	Owner a Legal Entity? *	0.Ver 0.Ne		
is this beneficial	owner a Legar Linky.	U Yes U No		
Address				
Address Line 1	*			
Address Line 2	*			
Address Line 3				
Address Line 4				
Eircode				
Date on which the entity's internal Date on which the date on whic	a nature and extent of the interest held or contribution beneficial owner was entered into the register * this beneficial owner ceased being a beneficial			
owner				
Nature and exte	ent of interest held or control exercised *			
	Save >	Create New >		
eneficial Owner	ship List			 
eneficial Owner Type of Beneficial (	ship List Dwner Nam	e	Action	Action

## 7.8. Legal Entity as Beneficial Owner

If the beneficial owner is a legal entity (company) <u>and</u> the legal entity is registered on another Central Register, then the presenter can provide details of this other Central Register.

Trust Registration (4 of 4) - Beneficial Owners * Denotes a required field	hip Details
Beneficial Owner	
Type of Beneficial Owner *	Beneficiary
Is this Beneficial Owner a Legal Entity? *	● Yes ○ No
Legal Entity Name *	
Are the beneficial owners already registered on another Register of Beneficial Ownership in Ireland or the EU? *	Central      Yes      No
Filing Reference Number in the Central Register *	
Name of the Central Register *	$\hat{}$
Legal Entity Address	
Address Line 1 *	
Address Line 2 *	
Address Line 3	
Address Line 4	
Eircode	

## 7.9. Legal Entity is not on another Central Register

enotes a required field	
As the Beneficial Owner you are entering is a Legal Entity a gister, please proceed to list the individual beneficial owners a	nd the Beneficial Owners of that Legal Entity have not been registered in a Ce also, as per the CRBOT FAQs (which are available on www.revenue.ie).
Beneficial Owner	
Type of Beneficial Owner *	Trustee
Is this Beneficial Owner a Legal Entity? *	● Yes ○ No
Legal Entity Name *	
Legal Entity Name * Are the beneficial owners already registered on ano Register of Beneficial Ownership in Ireland or the El Address	ther Central O Yes  No U?*
Legal Entity Name * Are the beneficial owners already registered on ano Register of Beneficial Ownership in Ireland or the El Address Address Line 1 *	ther Central O Yes IND
Legal Entity Name * Are the beneficial owners already registered on ano Register of Beneficial Ownership in Ireland or the El Address Address Line 1 * Address Line 2 *	ther Central O Yes  No J?*
Legal Entity Name * Are the beneficial owners already registered on ano Register of Beneficial Ownership in Ireland or the El Address Address Line 1 * Address Line 2 * Address Line 3	ther Central O Yes INO
Legal Entity Name * Are the beneficial owners already registered on ano Register of Beneficial Ownership in Ireland or the El Address Address Line 1 * Address Line 2 * Address Line 3 Address Line 4	ther Central O Yes No

## 7.10. Individual as a Beneficial Owner

7.10.1. Beneficial Owner has a PPS Number

Beneficial Owner		
Type of Beneficial Owner *	Trustee.	
Is this Beneficial Owner a Legal Entity?*	O Yes 🖲 No	
First Name *		
Surname *		
Date of Birth *		
Does this party have a PPSN? *	⊖Yes ⊖No	
PPS Number *		
Nationality *	Please Select	
Country of Residence *	Please Select 👻	
Address		
Address Line 1 *		
Address Line 2 *		
Address Line 3		
Address Line 4		
Eircode		
Statement of the nature and extent of the interest	held or control exercised	
Date on which this beneficial owner was entered in entity's internal register *	nto the	
Date on which this beneficial owner ceased being owner	a beneficial	
Nature and extent of interest held or control exerci	ised *	

## 7.10.2. Beneficial Owner does not have a PPS Number

<u>Note:</u> Electronic copies must be in the **tif, tiff or pdf format and be less than 5 megabytes in size**. Please do not put any spaces in the ID numbers.

Type of Beneficial Owner *	Trustee 🗸	
Is this Beneficial Owner a Legal Entity? *	O Yes  No	
First Name *		
Surname *		
Date of Birth *		
Does this party have a PPSN? *	O Yes  No	
Select the type of identification being provided *	Please Select.	
Identification No. *	Foreign Tax Registration Passport	
Nationality *	National Identity Card	
Nationality * Country of Residence * Yease upload documentary proof that the above details	National Identity Card Please Select	
Nationality * Country of Residence * lease upload documentary proof that the above details file* Choose file No file chosen	National Identity Card	
Nationality * Country of Residence * Please upload documentary proof that the above details Tile* Choose file No file chosen Address	National Identity Card	
Nationality * Country of Residence * Please upload documentary proof that the above details Tile* Choose file No file chosen Address Address Line 1 *	National Identity Card	
Nationality * Country of Residence * Please upload documentary proof that the above details Tile* Choose file No file chosen Address Address Line 1 * Address Line 2 *	National Identity Card       Please Select	
Nationality * Country of Residence * Please upload documentary proof that the above details Tile* Choose file No file chosen Address Address Line 1 * Address Line 2 * Address Line 3	National Identity Card         Please Select	
Nationality * Country of Residence * Please upload documentary proof that the above details Tile* Choose file No file chosen Address Address Line 1 * Address Line 2 * Address Line 2 * Address Line 3 Address Line 4	National Identity Card         Please Select         Image: Select select select         Image: Select sele	

## 7.11 TAIN Link Notification

A TAIN Link is sought where a presenter is an agent/advisor. It provides proof of authorisation for the presenter to act on behalf of the trustees.

A TAIN link will only be sought on the initial registration of the trust.

Electronic copies of signed letters must be in the tif, tiff or pdf format and be less than 5 megabytes in size Note:

This is the only way for the TAIN Link Notification to be submitted for the Trust Register.

TAIN LINK Attachment	
In order to safeguard the integrity and security of link being created must be accompanied by an u	Revenue client records, all online requests made by agents which may result in a new agent- ploaded signed TAIN Link Notification letter.
Further information and a sample letter are availa	ible <u>here</u> .
Electronic copies of signed letters must be in the	.pdf, .tif or .tiff format and be less than 5 megabytes in size.
347.82	
File*	Browse
Please indicate which reporting obligations the al	tachment is relevant to by checking the boxes.
Trust Register Reporting	
-	
Please upload a copy of the signed TAIN Link No	tritcation letter by clicking the 'Next' button.

TAIN Link Attachment		
Trust Register Reporting	TAIN Link - CRBOT Final.pdf	Remove Attachment
		Back Sign and Submit

## Sign & Submit

The Trust is registered and will be available to review in Trust Register Functions.

**Note:** The register can take up to 48 hours to view in Trust Register Functions.

## 7.11.

If your transaction is ready If you wish to review the det Once your transaction has b transaction. Please keep a n	to be transmitted, please sign ails of this transaction click on een successfully transmitted y tote of this number for your rec	and submit by entering your password t he button marked Back. ou will be provided with a notice numbe ords.	below. In for the
Certificate Enter Password	879850_agent	6 Help	
	Sign 0%	& Submit Back	
	If your transaction is ready If you wish to review the det Once your transaction has b transaction. Please keep a r Sign & Submit Certificate Enter Password	If your transaction is ready to be transmitted, please sign a if you wish to review the details of this transaction click on the Once your transaction has been successfully transmitted your transaction. Please keep a note of this number for your record Sign & Submit Certificate 879850_agent Enter Password Sign 0%	If your transaction is ready to be transmitted, please sign and submit by entering your password of if you wish to review the details of this transaction click on the button marked Back. Once your transaction has been successfully transmitted you will be provided with a notice number transaction. Please keep a note of this number for your records.

**Note:** the message regarding the **ROS Inbox** below is a standard message. Trust Register registrations <u>do not</u> appear in the ROS Inbox.

ROS /	Acknowledgement			
You ha	ave just transmitted an Online Registration Retu	Im for your clien	t which has been rec	eived by ROS.
You ca A Rece To file To retu Please	an access a copy of this transaction through you eipt will be sent to your ROS Inbox as soon as t another Return click on Client Services tab. urn to TAIN Services click on TAIN Services tab e use the Notice Number below in any future co	ur client's ROS I this transaction I ). prrespondence o	nbox by clicking on th nas been processed or inquiry relating to t	he Client Revenue Record tab above. by Revenue. his transaction.
	Noti	ce Number	55020429721	
eRegis	stration summary:			
	Action	Sta	tus	Comments
	Register and Link TREG	Suc	cess	
To retu	Register and Link TREG	. OK	Cess	

## 7.13.

## 7.12 Partially Saved registration

A partial save can occur if your session times out, you go to another part of ROS or you hit 'Cancel' while in the process of trust registration. We would recommend that, where possible, you would finalise each register in the first instance to progress your workflow.

<u>Note:</u> if any of these instances occur when you are on the Beneficial Ownership Details page, details added in that sitting will be lost and must be re-entered when you 'Edit' the partially saved trust.

This screen below will be visible on entering Trust Register Functions, if the trust has not been fully registered.

- If you choose 'New', this will automatically delete the partially saved trust.
- If you choose to 'Edit' or 'Sign', you will be brought through the different pages.
- When you are satisfied that all details are correct you will be prompted to upload the TAIN Link (if filing as a ROS agent/advisor) and then to sign and submit. It can take up to 48 hours for a new trust registration to show on the system.

rieve Saved Da	ata Option	MR	TEST CUSTOM
e following data is already	stored in ROS. You can either Edit, S	ign or Delete the stored Item/s or proceed with a New	w, different Item
Period End	Status	Last Action Performed By	Select
0	Started	ROS ADMINISTRATOR	
Click on the Edit button to	o proceed with a new item o edit the details of the selected item		Edit
Click on the Edit button to	o edit the details of the selected Item	mit stores for the colorial liam	Edit
Click on the Delate button	n to proceed directly to the sign and sur	them	Delete
Click on the Back button	to return to the Services page	liein .	Back
Click on the back button	to return to the Services page		Dack

### 7.13 Editing or amending Trust Register details

#### To amend a trust please follow the steps below:

#### **Step 1:** Click on trust name to be edited.

9	0110
This service allows you to regi	ster a new Trust into the Trust Register.
	Register a new Trust in the Trust Register
	Verify Trust Details
You can also view and update	the details of any trust that you have filed previously.
You can also view and update Below is a list of trusts you pre	the details of any trust that you have filed previously. viously filed.
You can also view and update Below is a list of trusts you pre	the details of any trust that you have filed previously. eviously filed.
You can also view and update Below is a list of trusts you pre Show 10	the details of any trust that you have filed previously. eviously filed.
You can also view and update Below is a list of trusts you pre Show 10	the details of any trust that you have filed previously. eviously filed.
You can also view and update Below is a list of trusts you pre Show 10	the details of any trust that you have filed previously. eviously filed. entries Trust Name and Registration Number.

## Step 2: Enter Presenter Details

If you have already presented a trust using this cert, your details will be available to pre-populate (in red box below):

Capacity of the person p	providing the information *		Officer/Employe	e of the Trus	t 🗸				
			Show 5		~	entries			
Presenter Name	Address Line 1	Address I	ine 2	Address	Line 3	8	Address	Line 4	
Jane Smith	Agent ABC Ltd	No. 2 Office	E (	Dublin 2					
howing 1 to 1 of 1 entries Clear					First	Previous	1	Next	Last
First Name *			Jane						
Surname *			Smith						
Address									
Address Line 1 *			Agent ABC Ltd						
Address Line 2 *			No. 2 Office						
Address Line 3			Dublin 2						
Address Line 4									
Eircode									
Email Address *									
Dhana *			0044024507						

Step 3: Click Next to enter Beneficial Ownership Details page.

<u>Note</u>: If you are providing an Access Number to a designated person you can select Generate new Access number. Please see CRBOT Information on Access for Designated Persons & Discrepancy Notices for further information.

	etails	
Name of Trust *	TEST TRUST	
f a 3rd party requires access to the Trust Register (to verify	the Beneficial Owners of the Trust), a Trust Register Access Nu	mber must be created
or the Trust. Both the Registration Number and the Trust Register Acces	s Number should be given to the 3rd party.	
	alan berbana yan kana kana kana kana kana kana ka	
Registration Number	03710040BH	
Trust Register Access Number		
Trust Register Access Number Expiry Date		
Trust Register Access Number Expiry Date	Gener	ate new Access Number 🗲

Step 4: Edit details of Existing Beneficial Owners

The Beneficial Ownership Details page will open on the first Beneficial Owner (BO) as per the Beneficial Ownership List at the bottom of the page (in the red box).

- Click the word "Amend" beside that BO. This will allow the presenter to make necessary changes, click Save. To add a <u>new</u> Beneficial Owner click Create New. When changes/additions for BOs are complete, click Save.
- When satisfied with changes, click Next and then Sign & Submit.
- If you wish to cease the beneficial owner with the trust you must click Amend on the relevant beneficial owner and then enter the 'Date on which the beneficial owner ceased being a beneficial owner'. Click **Save**.
- There is no need to re-upload TAIN Link

#### Note: The register can take up to 48 hours to view in Trust Register Functions page

* Denotes a required fie	ald			
Bonoficial Owner				
Beneficial Owner	10*			
Type of Beneficia	a Owner	Please Select	Y	
Is this Beneficial	Owner a Legal Entity? *	O Yes O No		
Address				
Address Line 1	*			
	*			
Address Line 2				
Address Line 3	K (		_	
Address Line 4				
Eircode				
L				
Statement of th	e nature and extent of the interest held or o	control exercised		
Date on which entity's interna	this beneficial owner was entered into the I register *			
Date on which owner	this beneficial owner ceased being a benefic	cial		
Nature and ext	ent of interest held or control exercised *			
			1	
		Constanting N		
	Same	Create New		
Beneficial Owner	ship List			
Type of Beneficial	Owner N	lame	Action	Action
Trustee	Agent ABC Ltd			Amend
Developer	Beneficiary Company Ltd			Amand

## 7.14 Print Beneficial Ownership Details

This is the only area where beneficial owners of a trust can be printed. Only individual beneficial owners can be printed, i.e. there is no summary available. These prints can be used as proof of registration on the CRBOT.

**Note:** The trust must be successfully registered first in order to print beneficial ownership details.

To print the beneficial owner:

٠

- Follow steps 1 to 3 of <u>'Editing or amending Trust Register details'</u>
- On the Beneficial Ownership details, page you will see the Beneficial Ownership List at the bottom of the page. Click amend beside the beneficial owner you wish to print. You will see this information prepopulate on the page.

Scroll down to the bottom of the page and click 'Print'

eneficial Owner				
ype of Beneficial Owner *	Trustee 🗸 🗸			
s this Beneficial Owner a Legal Entity? *	Ves O No			
egal Entity Name *	Agent ABC Ltd			
Are the beneficial owners already registered on another Cent Register of Beneficial Ownership in Ireland or the EU? *	ral 💿 yes 🗢 No			
Legal Entity Address				
Address Line 1 *	Office No. 2			
Address Line 2 *	Dublin 2			
Address Line 3				
Address Line 4				
Eircode				
Statement of the nature and extent of the interest held or co Date on which this beneficial owner was entered into the entity's internal register *	11/07/2022			
Date on which this beneficial owner ceased being a benefic owner	ial			
Nature and extent of interest held or control exercised *	Full trustee control			
Save >	Create New >			
neficial Ownership List				
ype of Beneficial Owner Na	ame	Action		Action
			0	Amend
stee Agent ABC Ltd				



## 7.15. Changing Agent/Advisor Link

To link to an existing trust registration, please follow the steps below:

- Go to 'Manage Tax Registrations'. Under 'Manage Client Registrations' select the Reporting Obligations
- Under 'Select a reporting obligation' select **TREG**
- In 'Enter Name' input the Trusts Name
- In 'Enter registration no.' input **Trust Registration Number**
- In the final dropdown select **Manage Reporting Obligations** and click the **Manage** Follow the steps through to submission.

This will create a link between the ROS Certificate and the trust. The trust will be available to amend or view in the Trust Register Functions Section.

Manage Tax Registrations	
Manage Client Registrations	Register New Revenue Customer
Please use this option to update, add or cancel Agent/Client links and tax registrations if your client had/has an existing tax number, incl. PAYE.	You can now register new individuals, companies, partnerships and trusts with Revenue.
○ Tax Registrations	Register New Revenue Customer 🛔
TREG • 03711080SH	You can also register new reporting entities.
XYZ Manage Reporting Obl •	Register New Reporting Entity 🛔
Manage 🔿	You can now register a company for the VATOSS Import Scheme
	Register for Import Scheme 👗

## 8. myAccount screens

#### 8.1. Manage My Record

Only Trustees can register a trust via myAccount (or as ROS user with a business registration).

Anyone acting in a representative capacity only (agent/advisor) must register trusts via ROS, either with their existing agent cert or by getting a <u>CRBOT TAIN & then registering for ROS</u>.

Please note there are certain restrictions when using myAccount, i.e. all beneficial owners must possess PPSN's (unless they are a legal entity) and you will not be able to generate an Access Number for designated persons via myAccount.

You may need to <u>register for ROS</u> if either of these two issues will affect a trust you are registering. Before registering for ROS you will need to apply for a <u>CRBOT TAIN</u>.

Manage My Record	R
Manage My Record: a range of services to make enquiries. Learn more	manage and update your record and
My Profile	Tax Registrations
My Enquiries	Trust Register Functions
Receipts Tracker	Tax Clearance
My Documents	Update Bank Details for PAYE
Letter of Tax Residence	Refunds
Upload Supporting Documents	Update Civil Status
Capital Gains Clearance	VAT Number Verification
	Manage Professional Services
	Withholding Tax
Receipts Tracker My Documents Letter of Tax Residence Upload Supporting Documents Capital Gains Clearance	Tax ClearanceUpdate Bank Details for PAYERefundsUpdate Civil StatusVAT Number VerificationManage Professional ServicesWithholding Tax

<u>Note:</u> Successfully registered Trusts will be available in section in red box below.

Trust Register Functions						
This service allows you to register a new Trust int Register a new Trust in the Trust Register	to the Trust Register.					
You can also view and update the details of any t trusts you previously filed. Show 5 Y entries	rust that you have filed pre	wiously.	Below is a list	of		
Trust	Name and Registration Num	iber				
	NEY TRUST 03707946JH					
Showing 1 to 1 of 1 entries		First	Previous	1	Next	Last

## 8.2 Presenter Details

Only trustees or their employees can register a trust via myAccount. If you are a trustee of a club and are presenting the information to the register, we would recommend setting the club up for ROS and registering the trust on ROS.

Cancel	Presenter	
alc Presentar	Presenter Capacity	
talı	Capacity of the person providing the information	
	Officer/Employee of 🖌	
	Flense Select	
	Trustee	
		T
	Ramo Line 1 Line 2 Line 3 Line 4	
	Showing 0 to Daf Centries First Previous Next	Last
	Fresenter Details	
	First Name	
	Samane	
	Address Details	
	Address Line 1	
	Address Line 2	
	Address Line 1	
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
	Address Time 6	
	Audres Life +	
	Eircode (if krown)	
	Sincode (if known)	
	Eircode (if known)	
	Eircode (if known) Einsil Address	
	Eircode (if known) Eircole (if k	

## 8.3 Trust Name

A trust name must be provided.

+ Back	Register a new Trust Register	
Basic Trust Details	Name of Trust	
Beneficial Owners Business Contact	1	
Details	Next →	

## 8.4. Beneficial Ownership (BO) Details

After each entry click **Save**. When BO entries are complete, click Confirm button to finish registration.

	Benefic	in onnei	3			
	Beneficial C	)wner Details				
nehcial Owner Itails	Type of Bene	ficial Owner				
Idress Oetails	Please 5	elect	~			
ofirm	Is this Bene	ficial Owner a Le	oal Entity?			
	is and perio		Barchielde			
	O Yes	O No				
	Address De	tails				
	Address Line	1				
	Address Line	2				
	L	3				
	1		-			
	Address Line	4				
	[					
	Eircode (if kr	10000				
	Encode (ii ki	iown)				
			10			
	Date on whicl into the entit owner	h this beneficial o y's internal regist	owner was enter ter as a benefici	red al		
	DD	MM	2002			
	Date on whicl beneficial ow	h this beneficial ner of this entity	owner ceased be	eing a		
	Date on which beneficial ow	h this beneficial ( ner of this entity	owner ceased b	eing a		
	Date on whic beneficial ow	h this beneficial ( ner of this entity	owner ceased be	eing a		
	Date on which beneficial ow DD	h this beneficial ( iner of this entity	owner ceased by	eing a		
	Date on whic beneficial ow DD Nature and e	h this beneficial ( iner of this entity 	owner ceased bi	eing a		
	Date on whic beneficial ow DD Nature and o	h this beneficial ( iner of this entity ) .MM extent of interest	owner ceased bi	eing a		
	Date on whic beneficial ow DD Nature and o	h this beneficial ( iner of this entity MM extent of interest	wher ceased by	eing a		
	Date on whici beneficial ow DD Nature and e	h this beneficial ( iner of this entity MM extent of interest	owner ceased br YYYYY held Save @	create New 🖉		
	Date on whic beneficial ow DD Nature and e	h this beneficial ( iner of this entity MM extent of interest	owner ceased br YYYYY held Save @ Benefic	eing a		
	Date on which beneficial ow DD Nature and e	h this beneficial ( iner of this entity MM extent of interest	owner ceased br	eing a	Action	Action

## 8.5. Sign & Submit with myAccount password.

Password Submit Cancel
Submit
Cancer

## 8.6. Editing or amending details of a registered Trust

Steps:

- Click on the trust name in Trust Register Functions
- Enter the 'Presenter Details' and move through the

pages to Beneficial Ownership Details.

- On the 'Beneficial Ownership Details List' click Amend beside the name you wish to amend.
- If you want to add a new BO, click **Create New**.

• When you have finished amending/adding the relevant BO, click **Save.** <u>Note:</u> It may take up 48 hours for the register to be updated on the system.

## 9. Further Information

If you have any further queries, please see contact details below.

## 9.1. Email

Trustregister@revenue.ie

## 9.2. MyEnquiries

Enquiry relates to: Trust Register (Central Register of Beneficial Ownership of Trusts)

More specifically (choose relevant):

General Query(for general queries & bulk upload requests)Access Request(for submission of CRBOT Minor Information Access Request Form) DiscrepancyNotice(for submission of CRBOT Discrepancy Notice Form)

## 9.3. Other relevant information can be found at:

Website: Revenue.ie

Relevant Trust Registration Guidance: <u>Forms & guidance material for CRBOT</u> Legislation: <u>SI</u> <u>194 of 2021</u>