

# CRBOT

## Troubleshooting & User Manual

11 July 2022

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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 I locate the new trust register 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 [ROS screens](#) & [myAccount](#) 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 [CRBOT TAIN](#).

## 2. Registering for ROS

### 2.1. Steps for a trustee or their representative to register for ROS

- Apply for a TAIN. A TAIN is a unique identifying number that is required for the ROS registration process. You can apply for a TAIN using the CRBOT TAIN application form (see our [forms & guidance section](#) for latest versions).
- On receipt of the TAIN, go to the Revenue website section [Register for ROS](#). 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. A prompt will appear to enter the TAIN. Once this section is completed, the RAN will be processed and posted to the address provided.
- The RAN letter will outline the next steps in the ROS registration process.

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

- [Register a new trust](#) in the trust register.
- [Amend or review](#) a successfully registered trust & [print](#) individual beneficial owner details.
- Provide an [Access Number](#) to designated persons carrying out due diligence.

Snips of all relevant ROS screens can be found [here](#).

### 2.2. I have applied for the ROS Access Number (RAN) but have not received this yet.

Please see section [RAN letter not received](#) 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. We are a non-Irish trustee or representative and need to register a trust on the CRBOT. We are not registered for ROS (Revenue Online System). How can we register the trust?

Follow steps above in 2.1. Please note it is not 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 [Forms and Guidance section](#).

### 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.

3.1. I am a ROS administrator and want to grant access to sub-user profiles (sub-certs). What permissions do I give these sub-users to allow them to access the Trust Register?

Sub-users need 'Submit Registration' permissions (the same as they would for eRegistration functionality).

3.2. I am an agent/representative/advisor. I entered my details on the presenter page but got the following message "You are not logged in as a ROS agent, please see CRBOT troubleshooting & user manual for more information." What does this mean?

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 [register for a new ROS Cert](#) specifically for the CRBOT.

3.3. We understand that a TAIN link notification form must be uploaded before registering a trust. Will the standard agent link form be acceptable for upload?

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 [TAIN Link Attachment page](#) when registering the trust.

3.4. For the TAIN Link Notification forms, do we need to arrange signature as agent/advisor and Trustee, or is it sufficient to just sign as agent/advisor?

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.

3.5. I am an agent/advisor with several trusts to upload, can I just upload one TAIN Link Notification form for all these 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.

3.6. I have entered the beneficial ownership details and have not been asked to provide a TAIN Link

If trustees or an 'Officer/Employee of Trustee' are registering the trust, a CRBOT TAIN Link Form is not required.

However, if registering the trust in the capacity of an 'Agent/Presenter' (requested when completing the Presenter Details page) the representative will be required to submit a TAIN Link Form when prompted.

3.7. I am an agent/advisor & have registered a trust using my own business cert, i.e. not the agent/advisor TAIN Certificate. Will I have to delete this trust and re-register it using my agent/advisor TAIN Certificate?

No. You will not have to delete this registration. You can link the registered trust to you agent/advisor ROS certificate. Please see our ROS Screens '[Changing Agent/Advisor Link](#)'.

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

3.8. I submitted the trust registration and realised that I uploaded the wrong document in the TAIN Link Attachment page. How do I rectify this?

Send the correct document via [MyEnquiries](#). 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.

3.9. I am an agent/advisor and have several trusts to upload, can I do a bulk upload?

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

3.10. I am an agent/advisor and some of the trusts I need to register have hundreds of beneficial owners, can I do a bulk upload?

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 can be made via MyEnquiries only.

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

3.11. We are acting as agents/advisors for several trusts, we have a number of staff with the required permissions. Can they 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 [Partial Saved registration](#).

## 4. Registering a Trust

### 4.1. I am a trustee registering a trust, do I have to enter my details in both the 'Presenter Details' and '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. I am getting an 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. We are a legal entity representing the trustees. On the Presenter Details page, do we enter the company name only or must we name the individual who is physically presenting the information on behalf of the legal entity?

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. I am entering the Beneficial Ownership Details and one of the beneficial owners is both a trustee and a settlor. Can I just enter their details 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 of the trust is a Legal Entity. What number is acceptable as the *filing number* as proof of registration on another Central Register?

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, <https://rbo.gov.ie/>
  - 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, <https://www.centralbank.ie/>
  - 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, [another form of identification](#)

#### 4.7. One of the beneficial owners is a trust that is already registered on CRBOT. Do I need to enter all this trusts' details again?

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. I have registered a trust but have made a mistake on the other 'Central Register' detail for the Legal Entity. Can I amend these details?

Yes. For more information see [here](#).

#### 4.9. What date do I enter for the "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. After inputting the beneficial ownership details, I clicked the Save button and got the following 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. Can I still enter their details on CRBOT?

Yes, 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 [register for ROS](#).

#### 4.12. 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.

4.13. I have registered the trust and got a successful acknowledgement. Why have I not received a notification of this registration in my 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 [amend](#), review, and [print](#) beneficial owner details.

4.14. I have registered the trust and got a successful acknowledgement. Do I click into the 'Verify Trust Details' to review what I have entered?

No. The 'Verify Trust Details' button in the main Trust Register Functions page is only for [designated persons carrying out due diligence](#).

4.15. I have registered the trust and got a successful acknowledgement. Can the Trust Register provide 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 [print](#) and then click 'Print' at the bottom of the page.

4.16. How can I 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:  
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 14 days from the date on which the amendment was made on the internal register

### 5.1. I have registered the trust. How do I now amend/make additions to the Beneficial Ownership Details?

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.

**Note:** 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. I have registered a trust and realised that I duplicated some of the entries, can I delete duplications?

Please contact our [MyEnquiries](#); providing the entries to be deleted, the Trust Registration number and your TAIN/Customer number.

### 5.4. I have registered a trust and realised that I input the wrong beneficial owner type for one of the beneficial owners. Can I amend this?

No, the beneficial owner type cannot be amended. Please send details of correction to the Trust Register Team via [MyEnquiries](#), include the Trust Registration number and your TAIN/Customer number.

### 5.5. I have registered a trust, but it has not appeared on the Trust Register Functions page. Do I have to re-register the trust?

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 [MyEnquiries](#) 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. We are designated persons as outlined in the legislation. Can we have access to the register to carry out due diligence?

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

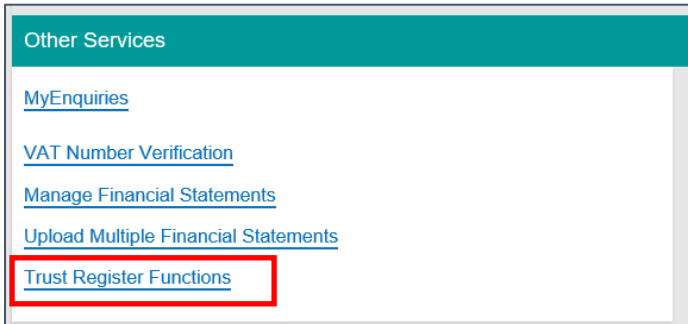
From that date, for designated persons carrying out due diligence, you should contact the trustee who will provide you with an access code to view the register. This access is timebound.

Please see the 'CRBOT Information on Access for Designated Persons & Discrepancy Notices' in our [Forms and guidance](#) for further information.

## 7. ROS Screens

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

#### TAIN SERVICES

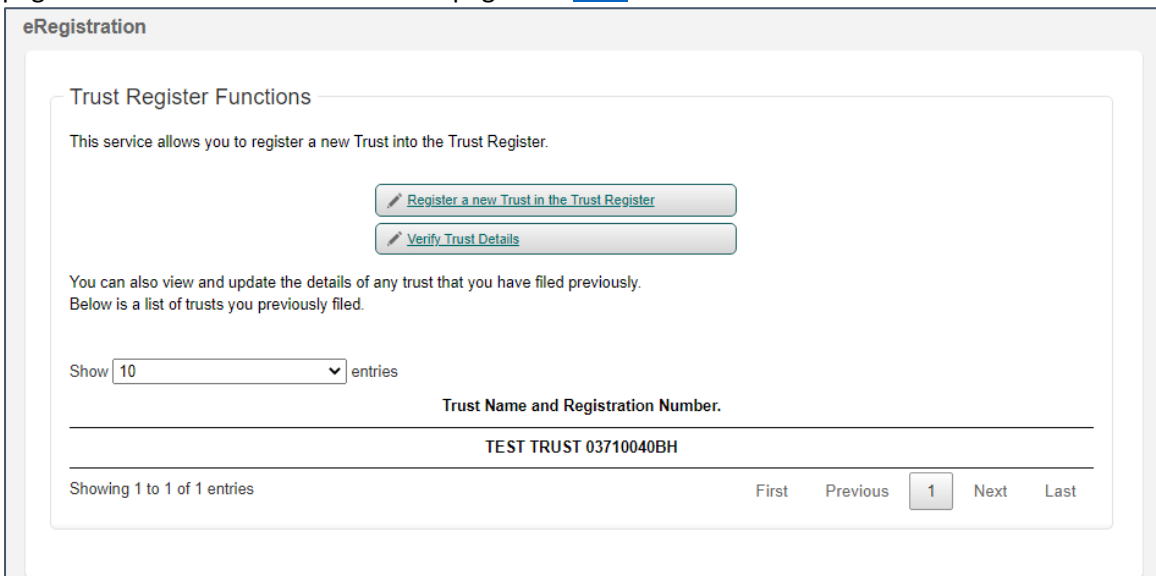


### 7.2. Trust Registrations

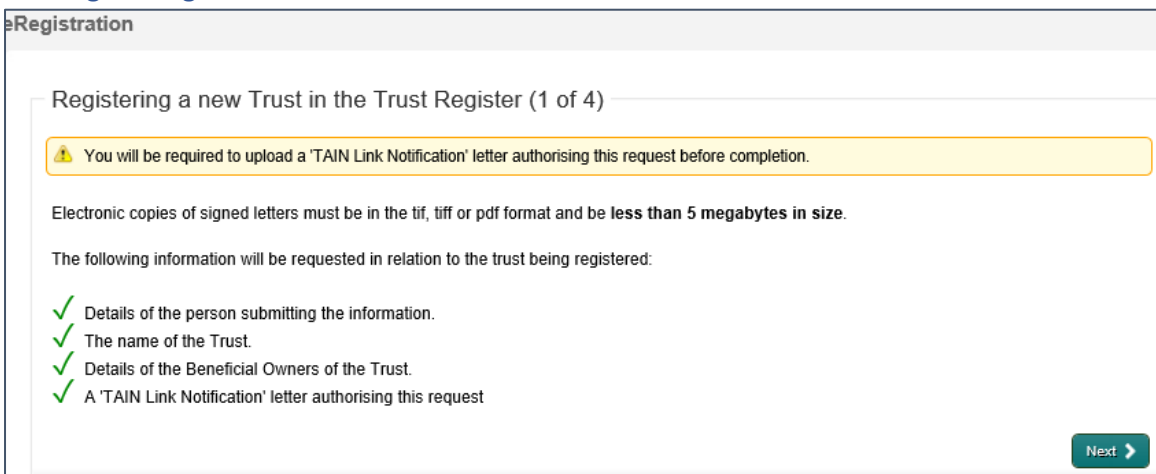
Successfully filed trusts will appear under **Trust Name and Registration Number**.

If you need to edit details on an existing registered trust, click on the trust name.

**Note:** 'Verify Trust Details' is only for designated persons to access the register. It does not allow presenters to print a summary of a trust. To print beneficial owner details, you must click on the registered trust and follow through the pages to the Beneficial Owner details page. See [here](#) for more details.



### 7.3. Registering a new trust



## 7.4. Presenter Details

**Note:** 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 (\*).

**eRegistration**

Trust Registration (2 of 4) - Presenter Details

Capacity of the person providing the information \*

Show  entries

Presenter Name	Address Line 1	Address Line 2	Address Line 3	Address Line 4
Jane Smith	Agent ABC Ltd	No. 2 Office	Dublin 2	

Showing 1 to 1 of 1 entries First Previous  Next Last

First Name \*

Surname \*

Address

Address Line 1 \*

Address Line 2 \*

Address Line 3

Address Line 4

Eircode

Email Address \*

Phone \*

## 7.5. Red message on Presenter Details Page after enter Presenter Details

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 [register](#) for a new ROS Cert specifically for the CRBOT. Before registering for ROS you will need to apply for a [CRBOT TAIN](#).

**eRegistration**

Trust Registration (2 of 4) - Presenter Details

Capacity of the person providing the information \*

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

Show  entries

Presenter Name	Address Line 1	Address Line 2	Address Line 3	Address Line 4
Jane Smith	Agent ABC Ltd	No. 2 Office	Dublin 2	

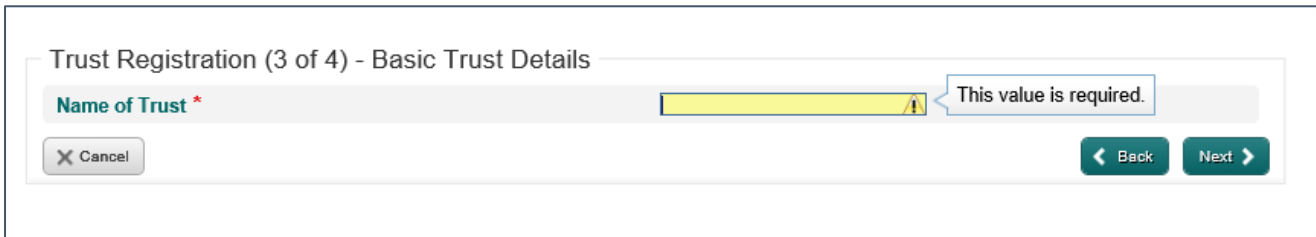
Showing 1 to 1 of 1 entries First Previous  Next Last

First Name \*

Surname \*

## 7.6. Name of Trust

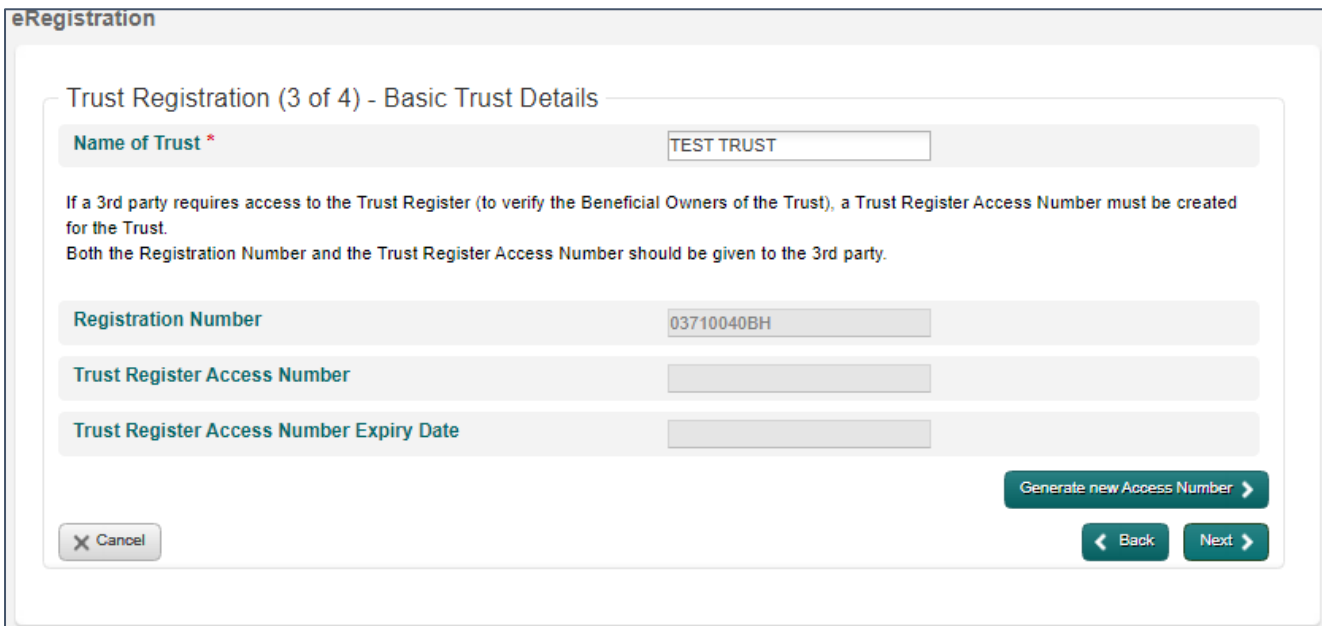
The trust must be given a name in order to identify the trust.



The screenshot shows a web form titled "Trust Registration (3 of 4) - Basic Trust Details". The "Name of Trust" field is highlighted in yellow and has a warning icon next to it. A tooltip message says "This value is required." Below the field are "Cancel", "Back", and "Next" buttons.

After the trust has been registered the same page above will look like 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.



The screenshot shows the same form after successful registration. The "Name of Trust" field now contains "TEST TRUST". Below the field, there is a note: "If a 3rd party requires access to the Trust Register (to verify the Beneficial Owners of the Trust), a Trust Register Access Number must be created for the Trust. Both the Registration Number and the Trust Register Access Number should be given to the 3rd party." The "Registration Number" field contains "03710040BH". There are empty fields for "Trust Register Access Number" and "Trust Register Access Number Expiry Date". A "Generate new Access Number" button is visible. At the bottom are "Cancel", "Back", and "Next" buttons.

## 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.

**Note:** The BO details can only be printed once the trust has been successfully registered. Please see [here](#) for further information on printing each BO.

### eRegistration

#### Trust Registration (4 of 4) - Beneficial Ownership Details

\* Denotes a required field

##### Beneficial Owner

Type of Beneficial Owner \*

Is this Beneficial Owner a Legal Entity? \*  Yes  No

##### 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 into the entity's internal register \*

Date on which this beneficial owner ceased being a beneficial owner

Nature and extent of interest held or control exercised \*

Beneficial Ownership List			
Type of Beneficial Owner	Name	Action	Action
Trustee	Agent ABC Ltd	<input type="button" value="⬇"/>	Amend
Beneficiary	Beneficiary Company Ltd	<input type="button" value="⬇"/>	Amend

### 7.8. Legal Entity as Beneficial Owner

If the beneficial owner is a legal entity (company) **and** 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 Ownership Details

\* Denotes a required field

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 Central Register of Beneficial Ownership in Ireland or the EU? \*  Yes  No

Filing Reference Number in the Central Register \*

Name of the Central Register \*

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

eRegistration

Trust Registration (4 of 4) - Beneficial Ownership Details

\* Denotes a required field

 As the Beneficial Owner you are entering is a Legal Entity and the Beneficial Owners of that Legal Entity have not been registered in a Central Register, please proceed to list the individual beneficial owners also, as per the CRBOT FAQs (which are available on [www.revenue.ie](http://www.revenue.ie)).

Beneficial Owner

Type of Beneficial Owner \* Trustee

Is this Beneficial Owner a Legal Entity? \*  Yes  No

Legal Entity Name \*

Are the beneficial owners already registered on another Central Register of Beneficial Ownership in Ireland or the EU? \*  Yes  No

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



## 7.10. Individual as a Beneficial Owner

### 7.10.1. Beneficial Owner has a PPS Number

**Note:** The PPSN and Date of Birth must match.

#### Trust Registration (4 of 4) - Beneficial Ownership Details

\* Denotes a required field

##### Beneficial Owner

Type of Beneficial Owner *	Trustee
Is this Beneficial Owner a Legal Entity? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
First Name *	<input type="text"/>
Surname *	<input type="text"/>
Date of Birth *	<input type="text"/>
Does this party have a PPSN? *	<input type="radio"/> Yes <input type="radio"/> No
PPS Number *	<input type="text"/>
Nationality *	Please Select...
Country of Residence *	Please Select...

##### Address

Address Line 1 *	<input type="text"/>
Address Line 2 *	<input type="text"/>
Address Line 3	<input type="text"/>
Address Line 4	<input type="text"/>
Eircode	<input type="text"/>

##### Statement of the nature and extent of the interest held or control exercised

Date on which this beneficial owner was entered into the entity's internal register *	<input type="text"/>
Date on which this beneficial owner ceased being a beneficial owner	<input type="text"/>
Nature and extent of interest held or control exercised *	<input type="text"/>

[Save >](#) [Create New >](#)

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

**Note:** ID documentation can be uploaded in PDF format. Please do not put any spaces in the ID numbers.

### Trust Registration (4 of 4) - Beneficial Ownership Details

\* Denotes a required field

#### Beneficial Owner

**Type of Beneficial Owner \***

**Is this Beneficial Owner a Legal Entity? \***  Yes  No

**First Name \***

**Surname \***

**Date of Birth \***

**Does this party have a PPSN? \***  Yes  No

**Select the type of identification being provided \***

**Identification No. \***

**Nationality \***

**Country of Residence \***

Please upload documentary proof that the above details

**File\***

No file chosen

#### 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 into the entity's internal register \***

### 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.

**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 Revenue client records, all online requests made by agents which may result in a new agent-client link being created must be accompanied by an uploaded signed TAIN Link Notification letter.

Further information and a sample letter are available [here](#).

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

File\*

Please indicate which reporting obligations the attachment is relevant to by checking the boxes.

Trust Register Reporting

Please upload a copy of the signed TAIN Link Notification letter by clicking the 'Next' button.

#### TAIN Link Attachment

Attached approval letter file(s):


Trust Register Reporting	TAIN Link - CRBOT Final.pdf	<input type="button" value="Remove Attachment"/>
--------------------------	-----------------------------	--

## 7.12. 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.

**Return**

**Information**  If your **transaction** is ready to be transmitted, please sign and submit by entering your password below. 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 for the transaction. Please keep a note of this number for your records.

**Sign & Submit**

**Certificate**   [Help](#)

**Enter Password**

**ROS Acknowledgement**

You have just transmitted an Online Registration Return for your client which has been received by ROS.

You can access a copy of this transaction through your client's ROS Inbox by clicking on the Client Revenue Record tab above. A Receipt will be sent to your ROS Inbox as soon as this transaction has been processed by Revenue.  
To file another Return click on Client Services tab.  
To return to TAIN Services click on TAIN Services tab.

Please use the **Notice Number** below in any future correspondence or inquiry relating to this transaction.

Notice Number	<b>5502042972I</b>
---------------	--------------------

eRegistration summary:

Action	Status	Comments
Register and Link TREG	<b>Success</b>	

To return to TAIN Services click on TAIN Services tab.

### 7.13. 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.

**Note:** 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.

### Retrieve Saved Data Option

MR TEST CUSTOMER /

The following data is already stored in ROS. You can either Edit, Sign or Delete the stored Item/s or proceed with a New, different Item

Period End	Status	Last Action Performed By	Select
0	Started	ROS ADMINISTRATOR	<input checked="" type="radio"/>

Click on the **New** button to proceed with a new Item New

Click on the **Edit** button to edit the details of the selected Item Edit

Click on the **Sign** button to proceed directly to the sign and submit stage for the selected Item Sign

Click on the **Delete** button to permanently delete the selected Item Delete

Click on the **Back** button to return to the Services page Back

### 7.14. Editing or amending Trust Register details

In order to amend a trust please follow the steps below:

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

### eRegistration

#### Trust Register Functions

This service allows you to register 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. Below is a list of trusts you previously filed.

Show  entries

Trust Name and Registration Number.

TEST TRUST 03710040BH
-----------------------

Showing 1 to 1 of 1 entries First Previous 1 Next Last

## 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):

eRegistration

### Trust Registration (2 of 4) - Presenter Details

Capacity of the person providing the information \*

Show  entries

Presenter Name	Address Line 1	Address Line 2	Address Line 3	Address Line 4
Jane Smith	Agent ABC Ltd	No. 2 Office	Dublin 2	

Showing 1 to 1 of 1 entries First Previous  Next Last

First Name \*

Surname \*

Address

Address Line 1 \*

Address Line 2 \*

Address Line 3

Address Line 4

Eircode

Email Address \*

Phone \*

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

**Note:** 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.

Please note this option is not available on myAccount currently and you may have to register for ROS.

eRegistration

### Trust Registration (3 of 4) - Basic Trust Details

Name of Trust \*

If a 3rd party requires access to the Trust Register (to verify the Beneficial Owners of the Trust), a Trust Register Access Number must be created for the Trust.  
Both the Registration Number and the Trust Register Access Number should be given to the 3rd party.

Registration Number

Trust Register Access Number

Trust Register Access Number Expiry Date

**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 new 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

eRegistration

Trust Registration (4 of 4) - Beneficial Ownership Details

\* Denotes a required field

Beneficial Owner

Type of Beneficial Owner \*

Is this Beneficial Owner a Legal Entity? \*  Yes  No

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 into the entity's internal register \*

Date on which this beneficial owner ceased being a beneficial owner

Nature and extent of interest held or control exercised \*

Beneficial Ownership List			
Type of Beneficial Owner	Name	Action	Action
Trustee	Agent ABC Ltd		Amend
Beneficiary	Beneficiary Company Ltd		Amend

## 7.15. 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:

- Follow steps 1 to 3 of [‘Editing or amending Trust Register details’](#)
- 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 pre-populate on the page.
- Scroll down to the bottom of the page and click ‘Print’

\* Denotes a required field

Beneficial Owner

Type of Beneficial Owner \*

Is this Beneficial Owner a Legal Entity? \*  Yes  No

Legal Entity Name \*

Are the beneficial owners already registered on another Central Register of Beneficial Ownership in Ireland or the EU? \*  Yes  No

Legal Entity 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 into the entity's internal register \*

Date on which this beneficial owner ceased being a beneficial owner

Nature and extent of interest held or control exercised \*


Save > Create New >

Beneficial Ownership List			
Type of Beneficial Owner	Name	Action	Action
Trustee	Agent ABC Ltd		Amend
Beneficiary	Beneficiary Company Ltd		Amend

X Cancel Print > < Back Next >



A PDF will populate and look like below:



Revenue  
Cáin agus Custaim na hÉireann  
Irish Tax and Customs

Date Issued : 11/07/2022

**TEST TRUST(03710040BH)**

**Name Agent ABC Ltd**  
**Type of Beneficial Owner Trustee**  
**Filing Reference Number 12345**  
**Name of the Central Register RBO**  
**Address Line 1 Office No. 2**  
**Address Line 2 Dublin 2**  
**Address Line 3**  
**Address Line 4**  
**Date Entered 11/07/2022**  
**Nature and extent of interest Full trustee control**

The information contained in this document is valid as of the date it issued.

### 7.16. Changing Agent/Advisor Link

In order to link to an existing Trust (AML Register) customer, please follow the steps below:

- Go to 'Manage Tax Registrations'. Under 'Manage Client Registrations' select the 'Reporting Obligations' option
- Select 'TREG' in the 'Select a reporting obligation' dropdown
- Enter the Trusts Name in the 'Enter name' field
- Input the Trust Registration number in the 'Enter registration no.' field
- Select 'Manage Reporting Obligations' in the final dropdown and click the Manage button
- Follow the steps through to submission.

This link will then be created for this TAIN Certificate. When you click into Trust Register Functions this Trust will now be available for you to amend or view as necessary.

#### Manage Tax Registrations

##### Manage Client Registrations

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.

Tax Registrations  Reporting Obligations

Select a reporting obli...

[Manage →](#)

##### Register New Revenue Customer

You can now register new individuals, companies, partnerships and trusts with Revenue.

[Register New Revenue Customer](#)

You can also register new reporting entities.

[Register New Reporting Entity](#)

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 [CRBOT TAIN & then registering for ROS](#).
- 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 [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 [CRBOT TAIN](#).

### Manage My Record

**Manage My Record:** a range of services to manage and update your record and make enquiries.  
[Learn more](#)

<a href="#">My Profile</a>	<a href="#">Tax Registrations</a>
<a href="#">My Enquiries</a>	<a href="#">Trust Register Functions</a>
<a href="#">Receipts Tracker</a>	<a href="#">Tax Clearance</a>
<a href="#">My Documents</a>	<a href="#">Update Bank Details for PAYE Refunds</a>
<a href="#">Letter of Tax Residence</a>	<a href="#">Update CIVL Status</a>
<a href="#">Upload Supporting Documents</a>	<a href="#">VAT Number Verification</a>
<a href="#">Capital Gains Clearance</a>	<a href="#">Manage Professional Services Withholding Tax</a>

**Note:** Successfully registered Trusts will be available in section in red box below.

## Trust Register Functions

This service allows you to register a new Trust into the Trust Register.  
[Register a new Trust in the Trust Register](#)

You can also view and update the details of any trust that you have filed previously. Below is a list of trusts you previously filed.

Show  entries

Trust Name and Registration Number
<a href="#">TRUST 03707946JH</a>

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.

**Presenter**

← Cancel

**Basic Presenter Details**

**Presenter Capacity**

Capacity of the person providing the information

Officer/Employee of ▼

Please Select...

Officer/Employee of the Trustee

Trustee

Presenter Name	Address Line 1	Address Line 2	Address Line 3	Address Line 4
J. BLOGGS	28 NICE ESTATE	WEXFORD		

Showing 0 to 0 of 0 entries

First Previous Next Last

**Presenter Details**

First Name

Surname

**Address Details**

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Eircode (if known)

Email Address

Phone Number

**Next** →

## 8.3. Trust Name

A trust name must be provided.

**Register a new Trust Register**

← Back

**Basic Trust Details**

Beneficial Owners

Business Contact

Details

Name of Trust

**Next** →

## 8.4. Beneficial Ownership (BO) Details

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

[← Back](#)

### Beneficial Owners

**Beneficial Owner Details**

**Beneficial Owner Details**

Type of Beneficial Owner

Please Select... ▾

Is this Beneficial Owner a Legal Entity?

Yes  No

**Address Details**

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Eircode (if known)

**Registration Details**

Date on which this beneficial owner was entered into the entity's internal register as a beneficial owner

DD MM YYYY

Date on which this beneficial owner ceased being a beneficial owner of this entity

DD MM YYYY

Nature and extent of interest held

[Save ↗](#) [Create New ↗](#)

**Beneficial Ownership List**

Identifier	Type of Beneficial Owner	Name	Action	Action
------------	--------------------------	------	--------	--------

[Confirm →](#)

## 8.5. Sign & Submit with myAccount password.

The image shows two screenshots from a web application. The top screenshot is a form titled 'Submit Changes' with a back arrow and 'Cancel' link. It asks the user to enter their myAccount password to submit changes. There is a password input field, a blue 'Submit' button, and a 'Cancel' link. The bottom screenshot shows a confirmation message: 'Thank you for your submission' and 'You have been successfully registered to the Trust Register.' with a back arrow and 'Back to Tax Services' link.

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

- 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**.

**Note:** It may take up to 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](mailto: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)

Discrepancy Notice (for submission of CRBOT Discrepancy Notice Form)

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

Website: [Revenue.ie](https://www.revenue.ie)

Relevant Trust Registration Guidance: [Forms & guidance material for CRBOT](#)

Legislation: [SI 194 of 2021](#)