



Banc Ceannais na hÉireann
Central Bank of Ireland

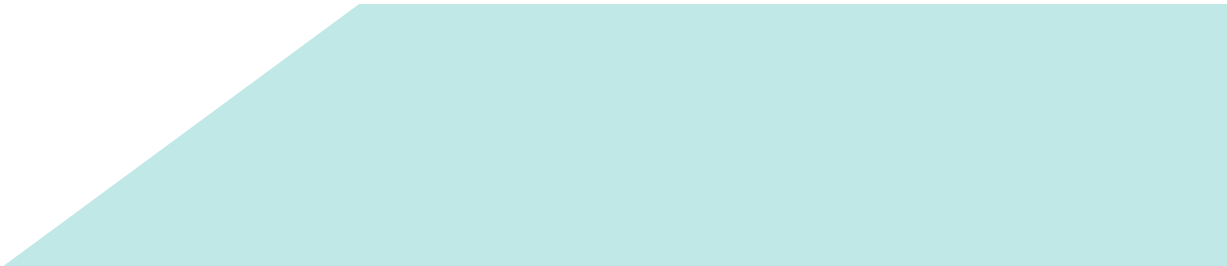
Eurosystem

Guidance Manual on the Completion of the Retail Intermediary Contacts Return

October 2020

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How to Complete the Retail Intermediary Contacts Return

The purpose of this Return is to ensure that the contact information available to the Central Bank of Ireland (“Central Bank”) is up-to-date and accurate. The information provided in this Return will replace all previous contact information provided to the Central Bank.

Step 1 – Saving the Contacts Return to a Computer

All Retail Intermediaries (“Firms”) will have received an email from brokers@centralbank.ie with an attached excel document (“Contacts Return”). This Contacts Return should be saved down to a computer.

When saving the document, the Firm must ensure to save the Contacts Return with the Firm’s Central Bank identification number (i.e. the Firm’s C Number). The remaining information in the file name should **not** be changed or removed. The document must be saved down as an excel workbook (i.e. in the format .xlsx)

For example, if the Firm’s C Number is C12345 the format for saving the Contacts Return would be C12345_20201016_RIC. The text in red should not be changed or removed.

Note: Where the file name does not follow the correct format, the system will not allow the Firm to upload the document to the Online Reporting System (“ONR”).

Step 2 – Completion of Contacts Return

Tab 1 – “Cover”

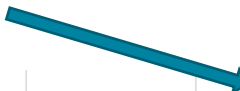
The first tab, named “Cover” is the introduction page for the Contacts Return. The information on this page indicates whether the information entered into the second tab is valid or pending (not valid).

Tab 2 – “Firm Details”

The second tab, named “Firm Details” should be completed with the most up-to-date contact details for the Firm. The information inputted into this worksheet will be used as the contact information for the Firm on the Central Bank systems and will be used for any future correspondence. All details entered must be accurate.

Note: There are validations on this tab that you will need to meet.

Where a row on Tab 2 is not completed correctly, the row will be shown as “pending”. In order for the rows to be completed correctly, each row must show a “Valid” entry. See below illustration.

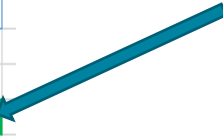


Village / Town City*	County*	Country*	Eircode	Valid Entry
test1	Antrim	Ireland	test1	Valid
				Pending

Note: All boxes marked with an * must be completed.

When all the data has been filled in Tab 2, and the “Valid” status has appeared, the Template Status on Tab 1 will show as “Valid”. This indicates that the document is now complete, as per screenshot below.

Section	Requirement	Status
1. Address	Mandatory	Valid
2. Main Contacts	Mandatory	Valid
3. Website	Mandatory	Valid
4. Legal Advisor	Optional	Valid
5. Auditor	Optional	Valid
	Template Status :	Valid



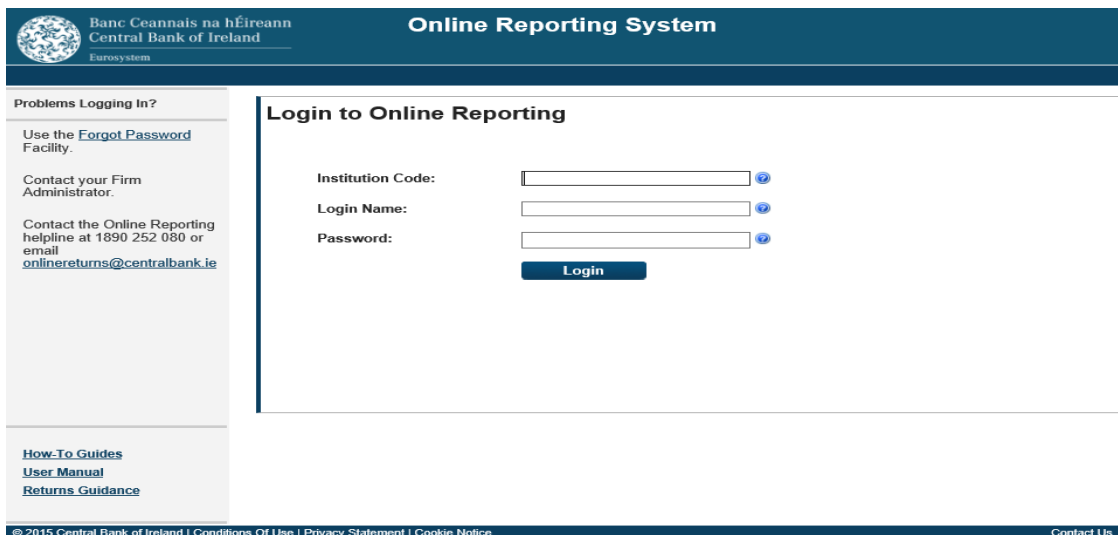
The Firm must re-save the document so that the contact information entered is locked in, ensuring that you have used the correct format for the file name as per Step 1 above.

The document can now be uploaded to the ONR.

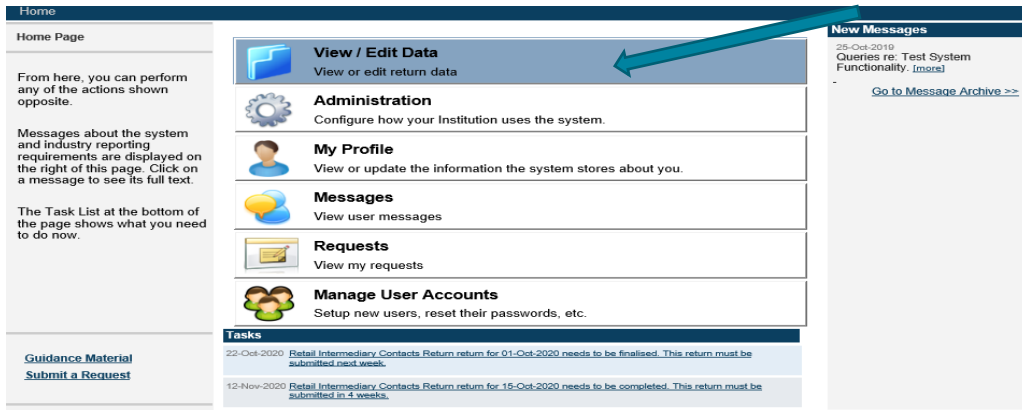
Step 3 – Uploading the Contacts Return to the ONR

The Firm must log into the ONR as normal, similar to how the Firm would login to submit the Retail Intermediary Annual Return or PCF Confirmations.

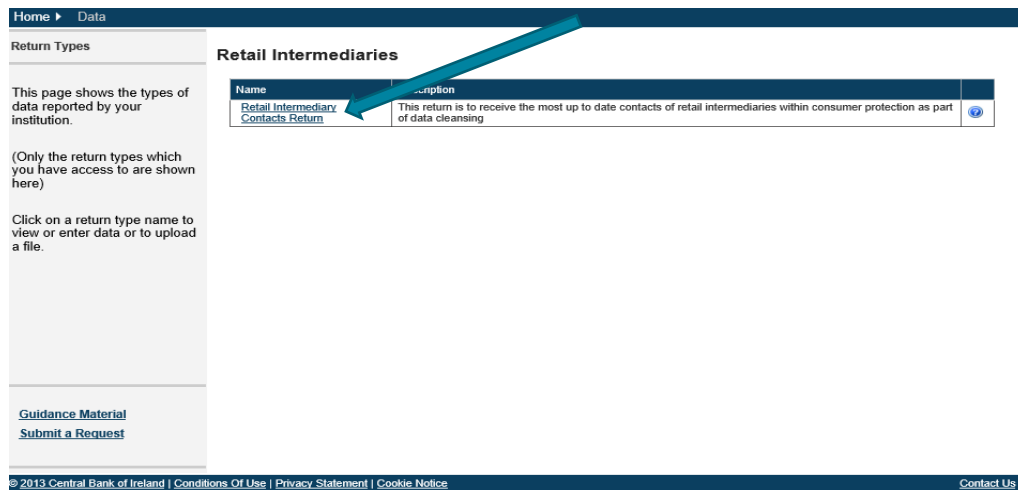
If the Firm does not know the user’s login name or password, or has any further technical issues logging into the ONR, please contact the ONR Helpline 1890 252 080.



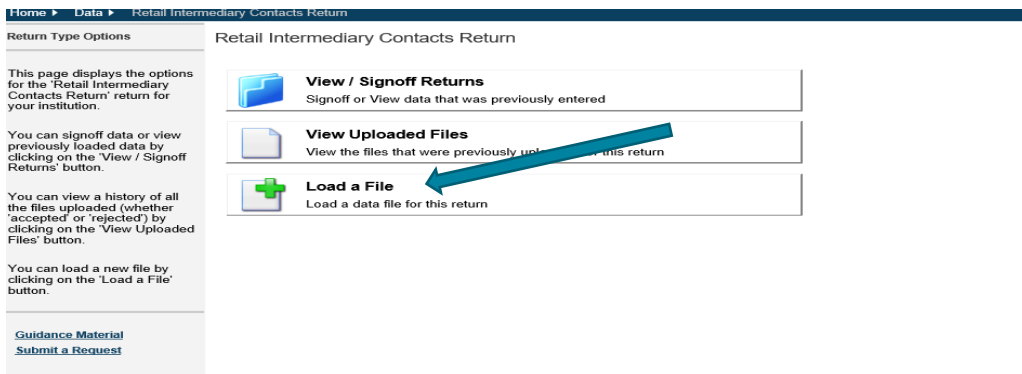
When the Firm has logged into the ONR, click on “View / Edit Data” as per the screenshot below:



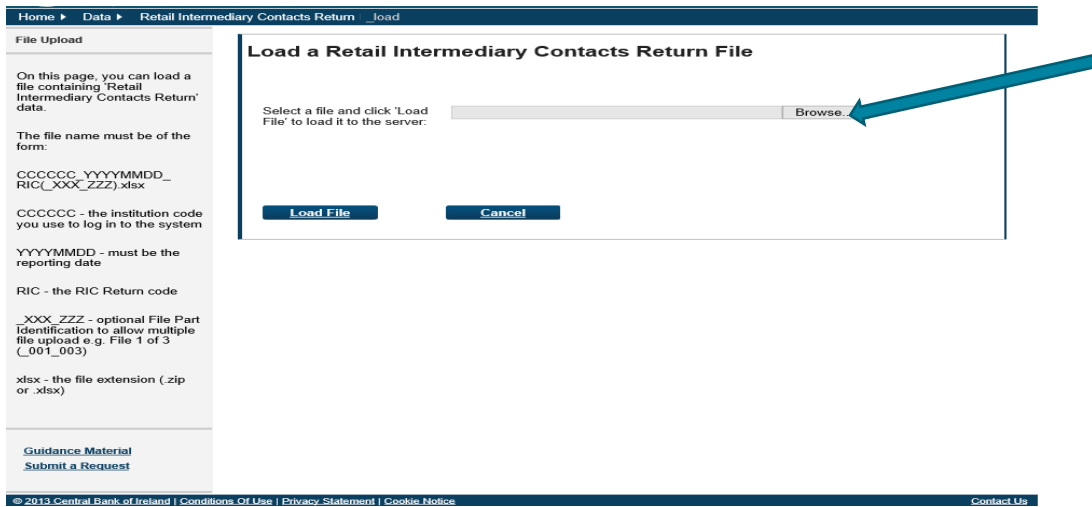
The Firm will then see an option to select “Retail Intermediary Contacts Return”. Click on this option, as per screenshot below:



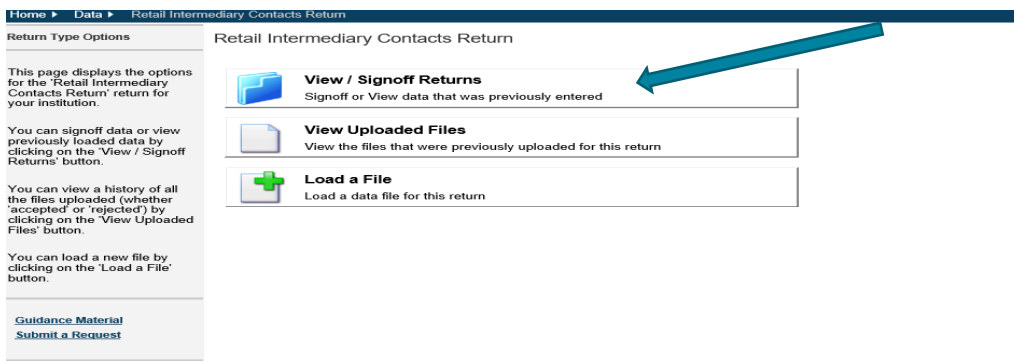
The Firm will then see 3 options. Please choose “Load a File”, as screenshot below:



Select “Browse” and navigate to where the Firm has saved the Contacts Return excel file (as above per Step 2) and click ‘Load File’ as per screenshot below:



When the document has loaded, you will see the following 3 options. Please click into the View/ Signoff Returns option, as per screenshot below:



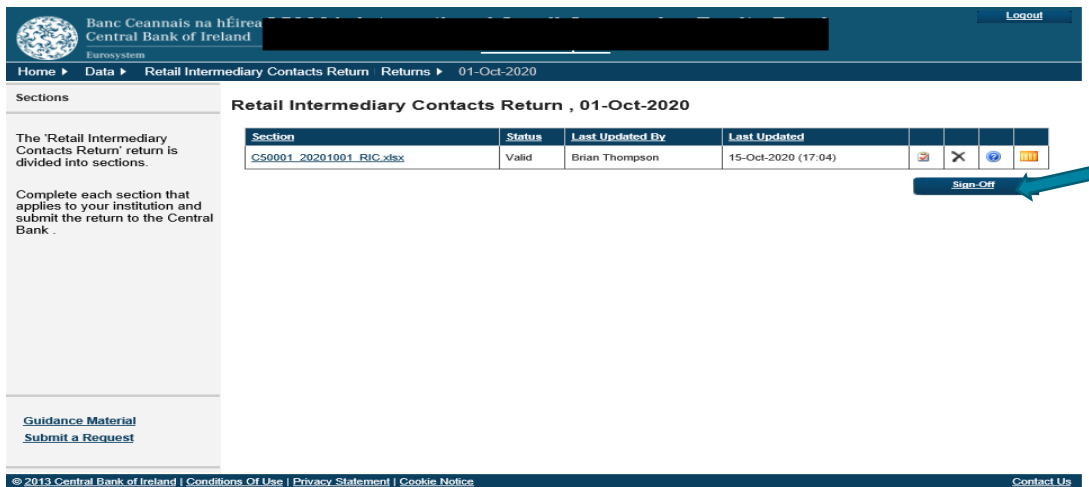
A new page will open, and the Contacts Return file that the Firm just loaded should appear. Open this Return by selecting the date, as per the screenshot below:



When opened, the Contacts Return will have the option to “Finalise”. The Firm must click Finalise, as per screenshot below:



The final step is to sign off the Contacts Return. Once the Firm has Finalised the Return, as per the above screenshot, the Contacts Return then needs to be Signed Off. The Firm will have the option to “Sign-Off”, as per screenshot below:



Note: Only one ONR user within the Firm is required to Sign-Off the Contacts Return.

Once the Firm has “Signed-Off”, the Contacts Return will be completed.

Any queries in relation to the submission of the Retail Intermediary Contacts Return can be submitted to brokers@centralbank.ie

T: +353 (0)1 224 6000
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