



RITS Member Contacts

To: RITS Help Desk
Payments Settlements Department
Reserve Bank of Australia
GPO Box 3947
Sydney NSW 2001
Fax: +61 2 9551 8063 Email: rits@rba.gov.au

*This is a fillable form. You should type details directly into each field. If there is not sufficient space to include details of all contacts that need to be updated, please complete a second copy of this form for the remaining contacts. Members must download the current version of the form from the **RITS Information Facility** each time it is used. Do not use a photocopied or previous version of this form.*

Section 3 of this form is used by ESA Holders and Batch Administrators to update contacts nominated for telephone and email communications with the Reserve Bank of Australia (the RBA) in relation to RITS (Designated Contacts).

Section 4 of this form is used to update contacts that subscribe to receive notifications such as Service Notifications sent during a disruption and RITS Advices (Notification Subscribers).

See the Appendix on pages 4–5 for definitions and for links to other forms used to amend details of special contact types which are not covered by this form.

The form must be submitted to the RITS Help Desk by an existing Designated Contact of any type. If no Designated Contact is available, attach a letter confirming the changes in this form, signed by Authorised Signatories in accordance with the Member's Authorised Signatories instructions.

By submitting this form, you are confirming that the RITS Personal Information Collection Notice at the end of this form has been provided to the individual(s) whose personal information will be collected by the Reserve Bank via this form.

1 Member details

Name of Institution

Member Code

2 Contact person for this form

Name

Email

Phone number

Continue to Section 3 ►

3 Designated Contacts

Use this section to add, amend or delete details of Designated Contacts that the RBA will contact for specified purposes. It is critical that Members receive important information relating to RITS and can be contacted quickly by the RBA where required. As such, Members must ensure that Designated Contacts are kept up to date.

The RBA may telephone Designated Contacts during a disruption or contact them directly to discuss matters relevant to their designated area. Designated Contacts will also receive general email communications from the RBA relevant to their contact type, such as RITS Advises. This can include communication requiring action. Designated Contacts are responsible for ensuring that information is disseminated to the relevant areas of their organisation. Operations and Liquidity contacts are also shared with other RITS Members by being listed on the private version of the RITS Information Facility (only accessible by RITS Users who are logged in).

To replace an existing contact, 'Add' the new contact and 'Remove' the previous contact in two separate rows. For additions, all columns must be completed unless marked optional. For removals, as at a minimum, complete the contact's name and email address, and the contact type(s) that should be removed. To amend details of an existing contact, select 'Amend' and complete the contact's name and email address, and the columns where detail(s) have changed.

This section should not be used by contacts that only want to subscribe to receive notifications from the RBA. Please use the table in section 4 for that purpose.

Action required	Contact type	Contact level	Name of individual or group	Position title	Email address	Phone number(s) <i>If a work phone number is provided that does not divert to mobile, we recommend also including a mobile phone number as a back-up mode of contact.</i>	Fax (optional)	Payment service (optional) <i>Only for LVSS day and LVSS night contacts</i>
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4 Notification Subscribers

Use this section to subscribe to receive Service Notifications in the event of a disruption and other general email communications issued by the RBA such as RITS Advices. The RBA strongly recommends that at least one group email address be provided for each type of notification to allow Members to manage recipients and safeguard against new personnel not receiving important notifications. Note that the RBA automatically subscribes Designated Contacts to relevant general emails and the Designated Contact remains responsible for ensuring these notifications are disseminated within their organisations for information or action as required. Please use a new row for each individual or group.

Action required	Notification type(s)	Name of individual <i>Optional for group email addresses</i>	Email address	Australian mobile phone number <i>Only required for service notifications</i>
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Appendix - Guidance

Table 1: Contact types updated using this form

Term	Definition
Designated Contact	Individuals or groups that the RBA can contact individually for specified purposes – see below for details of each type of Designated Contact. In addition, all contacts of a particular type will receive relevant email communications such as RITS Advices and other information that Members need to be aware of. This can include communication requiring action. Designated Contacts are responsible for ensuring that information is disseminated to the relevant areas of their organisation.
Notification Subscriber	<p>Personnel that are not Designated Contacts that subscribe to receive Service Notifications in the event of a disruption and other email communications issued by the RBA such as RITS Advices.</p> <p>The RBA strongly recommends that Members also advise the RBA of a group email address for each type of notification so that the Member can manage receipt of notifications to their staff by updating membership of that email group.</p>

Table 2: Designated Contact types updated using this form

Term	Definition	Requirement
Operations	<p>Contact for all Operational matters relating to the Member's RITS operations. The RBA may telephone this contact during a disruption or contact them directly to discuss relevant matters. This contact will also receive emails in relation to upcoming system maintenance and other operational matters, and is responsible for disseminating information to relevant areas in their organisation. At least one Designated Operations contact must be available during RITS operating hours and, if necessary, in extreme circumstances, for contact outside of normal hours (including weekends and public holidays).</p> <p>Operations contacts will be automatically subscribed to receive RITS Operations general emails.</p>	Mandatory for all ESA holders and Batch Administrators to have at least one primary Operations Contact. ¹ A group email address should also be included either as a primary or secondary contact.
Liquidity	<p>This contact should be available at all times during RITS opening hours to handle matters relating to a Member's liquidity that require immediate attention. This contact will also receive email communications from the RBA regarding matters that may affect liquidity and is responsible for disseminating this information to relevant areas in their organisation.</p> <p>Liquidity contacts will be automatically subscribed to receive RITS Liquidity general emails.</p>	Mandatory for all ESA holders to have at least one primary liquidity contact. ¹
Security	Contact for information security related matters. This contact will be used if escalation is required in a security incident. Providing this contact is a mandatory requirement under the Business Continuity and Security Standards for RITS Members.	Mandatory for all active ESA holders and Batch Administrators to have at least one primary security contact, that is either the Chief Information Security Officer (or an equivalent senior official responsible for cybersecurity) or the Security Operations Centre. ¹
Business	Contact for general business and strategic matters, including changes to RITS Membership conditions and regular non-operational liaison.	Optional but recommended contact type.
LVSS Day	Contact for operational matters related to the Low Value Settlement Service during daytime operations. This contact will also receive other communications relevant to the Low Value Settlement Service, as they will be automatically subscribed to receive RITS Operations general emails.	Optional contact type. Specify in the 'Other Details' column if the contact is for a particular clearing stream such as GABS, BECS, CECS (IAC) or APCS.
LVSS Night	Contact for operational matters related to the Low Value Settlement Service during evening and overnight operations. This contact will also receive other communications relevant to the Low Value Settlement Service, as they will be automatically subscribed to receive RITS Operations general emails.	Optional contact type. Specify in the 'Other Details' column if the contact is for a particular clearing stream such as GABS, BECS, CECS (IAC) or APCS.

¹ This is a requirement under the Business Continuity and Security Standards for RITS Members.

Table 3: Other contact types (updated separately – DO NOT USE THIS FORM FOR THESE CONTACT TYPES)

Term	Definition	Requirements
Billing contact	Contact for RITS billing related matters. Members must also provide email addresses specifically for invoice delivery.	Mandatory for all RITS Members. Details of Billing contacts can be amended using the RITS Billing Form .
Nominated Recipient of Notices under RITS Membership Documents	The contact nominated in a Member's RITS Membership Agreement to receive formal Notices from the RBA under any Membership Document. Refer to the RITS Regulations for a definition of Notices.	Mandatory for all RITS Members. Details of these contacts for ESA Holders and Batch Administrators can be amended by notifying the RITS Help Desk, using the form titled ' Update to contacts specified in the RITS Membership Agreement '.
Repo contact	The contact nominated in a Member's RITS Membership Agreement to receive notices and other communications from the RBA under the SIFMA/ICMA Agreement (as defined in the RITS Regulations).	Mandatory for eligible RITS Members who wish to enter into repos with the RBA. Details of Repo contacts for ESA Holders can be amended by notifying the RITS Help Desk, using the form titled ' Update to contacts specified in the RITS Membership Agreement '.
Authorised Signatory	A person notified to the RBA as a Member's "Authorised Signatory", with the power to act on behalf of the Member, as defined in the RITS Regulations.	Mandatory for all RITS Members to provide to the RBA a list of Authorised Signatories. Details of RITS Authorised Signatories for ESA Holders and Batch Administrators can be amended using the RITS Authorised Signatories Form .
Contacts of RITS Members who are not ESA Holders or Batch Administrators (OMO-only Members)	Contacts of RITS Members that do not hold an Exchange Settlement Account and are not Batch Administrators. This includes institutions that are RITS Members solely for the purpose of being eligible counterparties of the RBA in its domestic market operations.	This form is only used by ESA Holders and Batch Administrators. Other RITS members can update their contacts by emailing the RBA's Risk and Compliance Department at rmprc@rba.gov.au . These members can update their RITS Authorised Signatories using the RITS Authorised Signatories (OMO only) Form and can update their Nominated Recipients of Notices under RITS Membership Documents and Repo contacts using the form titled ' Update to contacts specified in the RITS Membership Agreement (OMO only) '.

Table 4: Designated Contact Levels

Term	Definition	Example
Primary contact	The first point of contact when the RBA needs to contact a representative of the organisation for the specified purpose.	Primary Operations Contact
Secondary contact	The backup point of contact if the primary contact(s) for the specified purpose is not reachable.	Secondary Liquidity Contact
Escalation contact	Contacted when the RBA needs to speak to a more senior representative of the organisation. Escalation contacts are not mandatory.	Escalation Operations Contact

Table 5: Notification types updated using this form

The RBA strongly recommends that members also advise the RBA of a group email address for each type of notification so that the Member can manage receipt of notifications to their staff by updating membership of that email group.

Term	Definition
RITS Operations Service Notifications	SMS and email notifications sent in the event of disruptions to RITS, including outages and session extensions.
RITS Liquidity Service Notifications	SMS and email notifications sent in the event of disruptions that may impact liquidity.
FSS Service Notifications	SMS and email notifications sent in the event of disruptions to the FSS.
RITS Operations general emails	Email notifications in relation to upcoming system maintenance and other operational matters.
RITS Liquidity general emails	Email notifications in relation to matters that may impact liquidity.
LVSS general emails	Email notifications in relation to matters than may impact the Low Value Settlement Service.

Personal Information Collection Notice

Payments Settlements – RITS

All RITS Members and organisations applying for or enquiring about RITS membership and all operators of systems external to RITS which have been authorised by the Reserve Bank of Australia (**Reserve Bank**) to enter transactions for settlement into RITS on behalf of the participants of the relevant system (**feeder system operators**) are responsible for ensuring that a copy of this Notice is given to all relevant employees within their organisation, including all RITS membership contacts, users, authorised signatories, contact persons or senior executives whose personal information may currently or in the future be provided to the Reserve Bank.

The Reserve Bank collects personal information of the staff of RITS Members, applicants for RITS membership and feeder system operators, such as name, title and position, work telephone number, mobile phone number, email address, fax number, work address and other personal information (the **Information**) in order to fulfil one or more of the following functions:

- Setup of new Members and users in RITS
- Identification and verification of users and authorised signatories
- Communication with RITS Members, users, authorised signatories and other relevant contact persons, through email, telephone, SMS, fax or post
- RITS billing & payment
- Managing the operation of RITS, including for contingency purposes, and participation in Reserve Bank domestic market operations including repurchase agreements
- Facilitation of communication between RITS Members
- Communication with domestic and international Government and regulatory agencies and industry groups
- Checking due execution of agreements and forms by RITS Members and applicants for membership, and/or
- Facilitating the receipt of instructions to settle transactions in RITS.

Some of the Information is received by the Reserve Bank from the relevant RITS Member, applicant for membership or feeder system operator. Some information may come from company searches conducted of the records of the Australian Securities and Investments Commission.

When individuals deal with the Reserve Bank by telephone in connection with the operation of the RITS Regulations it is possible that the call may be recorded (whether this is the case will depend on which staff within the Reserve Bank an individual is dealing with). These recordings are made for verification, consent and authentication purposes. By dealing with the Reserve Bank by telephone in connection with the operation of the RITS Regulations, individuals consent to recordings being made of their conversations.

The collection of some of the Information is required by one or more of the Reserve Bank's Anti-Money Laundering Policy, the Reserve Bank's Sanctions Policy and their respective associated guidelines and procedures, which are designed to manage the Reserve Bank's money laundering, terrorism financing and economic and trade sanctions risks and may require the Reserve Bank to check and verify the identity of individuals.

If the Information were not collected then the Reserve Bank would not be able to setup new RITS Members and users, process RITS billing and payments, communicate with RITS Members and users, maintain contact information, ensure the effective operation of RITS including for contingency events, ensure requests and instructions received are correctly authorised, engage with domestic and international Government and regulatory agencies and industry groups and facilitate interbank settlements.

The Reserve Bank facilitates communication between RITS Members by providing access to business contact details for each RITS Member to the users of all RITS Members. Some of these users may be located outside of Australia. Personal Information about users of a RITS Member is available to other users of that RITS Member, either via the RITS user interface or where provided by us to other users of that RITS Member. Some of these users may be located outside of Australia.

The Reserve Bank may in some limited circumstances share limited business contact details of employees of RITS members with other Governmental and regulatory agencies, service providers and/or professional advisers of the Reserve Bank.

The Reserve Bank will disclose the personal information of users and authorised signatories if required or permitted under, or for the purposes of, the RITS Regulations and relevant RITS Membership Agreements.

The Reserve Bank is likely to disclose some of the Information to overseas recipients such as relevant employees, users and contact persons of RITS Members who have login access to RITS but are located in overseas offices.

The **RITS membership list** provides an indication of the likely overseas locations of the offices and users of RITS members.

Individuals are entitled under Australian privacy law in certain circumstances to access, and seek correction of, personal information about them held by the Reserve Bank. If you wish to access or update the personal information the Reserve Bank holds about you, or if you have an enquiry or complaint about how the Reserve Bank handles personal information, you can contact:

RITS Help Desk:

Phone 1800 659 360 or +61 2 9551 8930

Email rits@rba.gov.au

Reserve Bank's Privacy Officer:

Phone +61 2 9551 8111

Email privacy@rba.gov.au

More information about access, correction and complaints is in the Reserve Bank's Privacy Policy available on its website at <https://www.rba.gov.au/privacy>.