# CRBOT

## Troubleshooting & User Manual

January 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 below.

## 1.1. 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) |

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

Website: Revenue.ie

Relevant Trust Registration Guidance: CRBOT FAQs

Legislation: SI 194 of 2021

## 1.3. Location on Revenue website:

Information about the register is allocated at the bottom of the home page of Revenue.ie website:

## 2. Where can I locate the new trust register on ROS or myAccount.

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

For myAccount users, Trust Register Functions can be found on the main myAccount page under "My Revenue Record". Please see section 28 for ROS screens & section 29 for 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 Trust Register TAIN.

## 3. I am a ROS administrator (admin-cert) 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).

## 4. 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 or here on Revenue.ie

Please note that the TAIN Link will only be looked for *after* the Beneficial Ownership details have been input.

## 5. 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.

## 6. 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.

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

For ROS agent/advisor users, a TAIN Link is only required on the initial registration of the trust. If you have registered a trust and wish to amend any details, you will not have to re-submit the TAIN Link.

For trustees who are myAccount users, there is no requirement to provide a TAIN Link.

For trustees who are individual/business ROS filers, who are not agents, there is no requirement to provide a TAIN Link

Please note that if you are filing in a representative capacity only, you must file as a ROS agent/advisor user and must upload a TAIN Link when prompted to.

## 8. 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 can link your agent/advisor TAIN Certificate by doing the following:

- 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.
- 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.

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

## 9. I submitted the trust registration and just 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.

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

Unfortunately, currently, there is no functionality available for bulk uploads.

## 11. 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?

If you have a trust that has greater than fifty beneficial owners, we can provide a spreadsheet where you can input this bulk information. You must initially register the Trust with one beneficial owner first.

If you wish to avail of this, please provide a request via MyEnquiries. The same mandatory information will be required as is required on the online registration. On completion, this spreadsheet must be sent back to the Trust Register Team via MyEnquiries.

**Note:** We will not accept a submission that has fifty or less beneficial owners. You will need to put these through the online registration system.

## 12. We are acting as agents/advisors for several trusts, we have a number of staff with the required permissions.

### 12.1. 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 (see 12.2), 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. 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.

Please note it can take up to 48 hours for a new trust registration to show on the system.

We would recommend that, where possible, you would finalise each register in the first instance to progress your workflow.

### 12.2. Partial Save

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.

**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.

## 13. 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).

## 14. I am getting an error message after entering the Presenter details.

Please 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".

## 15. 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.

## 16. 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?

### 16.1. The Legal Entity must be registered on one of the following:

- 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.

### 16.2. If the Legal Entity is not on another central register, please note the following:

- Under beneficial ownership details you must first enter the details of the Legal Entity. Once beneficial ownership of the legal entity is input you must then proceed to add the details of the individual beneficial owners of that legal entity:
  - Enter their beneficial owner type as 'Other natural person exercising effective control'
  - You will need their name, date of birth, nationality & residential address
  - You will need to provide a statement regarding their relationship to the legal entity in the 'Nature & extent of interest held' box.
  - You will need PPSN's or, if no PPSN, another form of identification
  - Click on the **Add/Update** to save details (note that if you cancel or click out of the trust at this stage all information entered in this sitting will be lost and must be re-entered).
  - If you are unsure as to who the beneficial owners of a legal entity are please refer to the RBO website.

## 17. 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, this can be amended. See paragraph 21.1

## 18. 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.

## 19. After inputting the beneficial ownership details, I clicked the Add/Update 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.

## 20. One of the Beneficial Owners of the trust has no PPS number. Can I still enter their details on CRBOT?

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. You can register for ROS as an individual here. Once you are ROS registered you can access the Trust Register Functions under Other Services.

## 21. Registered Trusts

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

Go to the Trust Register Functions page and click on the relevant trust. 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 you will see the Beneficial Ownership List. Click Amend beside the relevant beneficial owner. When you have completed your amendments click Add/Update.

To add a new beneficial owner, click the Create New button near the bottom of the page. When you have entered the details of this new beneficial owner, click the Add/Update button. This beneficial owner should be added to the list at the bottom of the page. Please note that if you cancel or click out of the trust at this stage all information entered in this sitting will be lost and must be re-entered.

When you have finished your amendments, you will be brought to the Sign & Submit page. Remember if you amend an already registered trust, you must follow the screens through to submission for the amendment to take effect.

Please note you will not be asked again for a TAIN link on a pre-registered trust.

Trustees who did not register the trust can also make amendments if required. See paragraph 30.7.

### 21.2. 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.

### 21.3. 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.

### 21.4. 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)

## 22. I am a presenter/agent/advisor or trustee and I wish to register a trust, but I am not registered for ROS or myAccount. How can I register?

To Register for ROS for the purpose of CRBOT you must complete an Application for A TAIN for CRBOT and then submit this form to the Trust Register. The quickest way for a TAIN to be processed is via our email, TrustRegister@Revenue.ie . Alternatively, you can post your application to the address provided on the application form.

When you have received your TAIN application you can then follow the ROS registration steps here.

If you are a trustee and wish to register for myAccount you can do so here.

Once you have registered for either ROS or myAccount you will have access to the Trust Register Functions. Please see here for location detail.

## 23. 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.

### 23.1. Is there ROS Offline functionality for the Trust Register?

No, offline functionality is unavailable for CRBOT.

## 24. 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?

Currently this functionality is unavailable. We are working with our technical team to add this functionality to the Trust Register.

For now, if you wish 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. Amendments or additions can be made if required.

## 25. Can the Trust Register provide proof of registration of a trust for a third party?

Not at this time, however *Inbox Messages* functionality for the Trust Register is currently being reviewed.

## 26. 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, competent authorities and those with a legitimate interest will be 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 Access to the Trust Register FAQS for further information.

## 27. 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

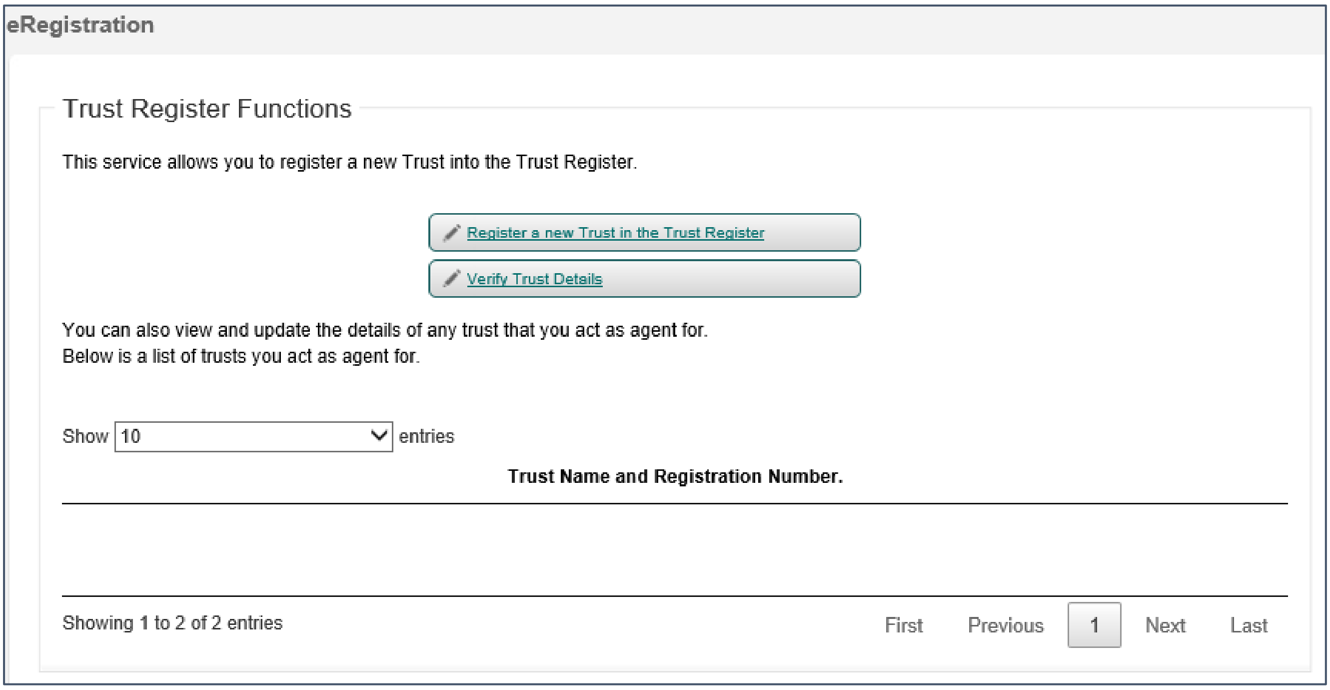
## 28. ROS Agent/Advisor Screens

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

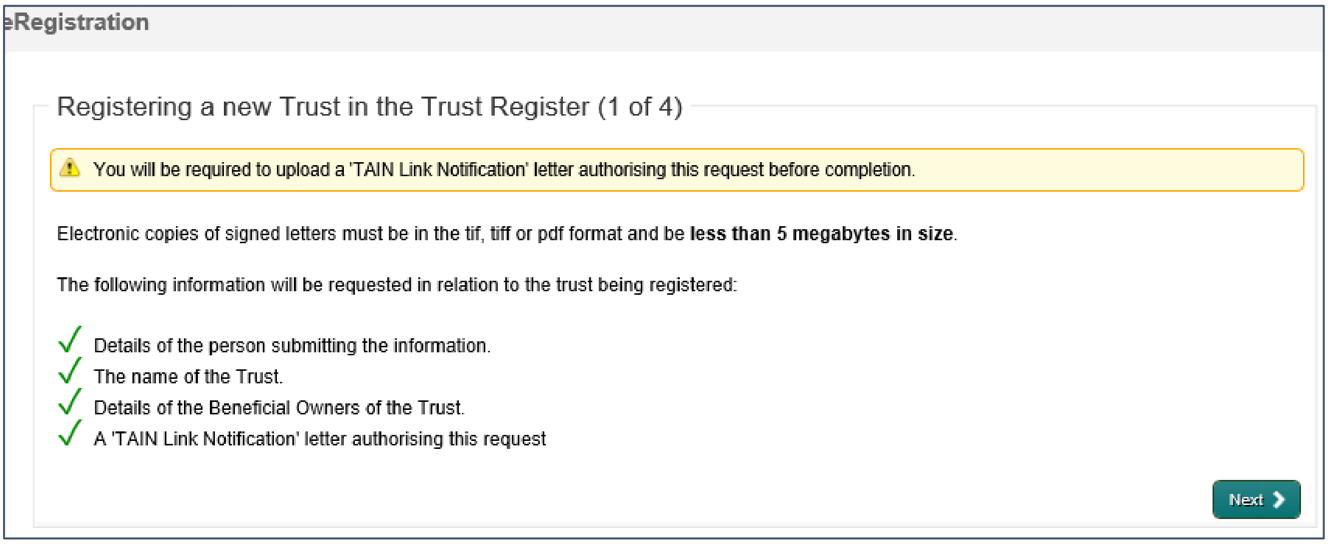
TAIN SERVICES


### 28.2. 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.

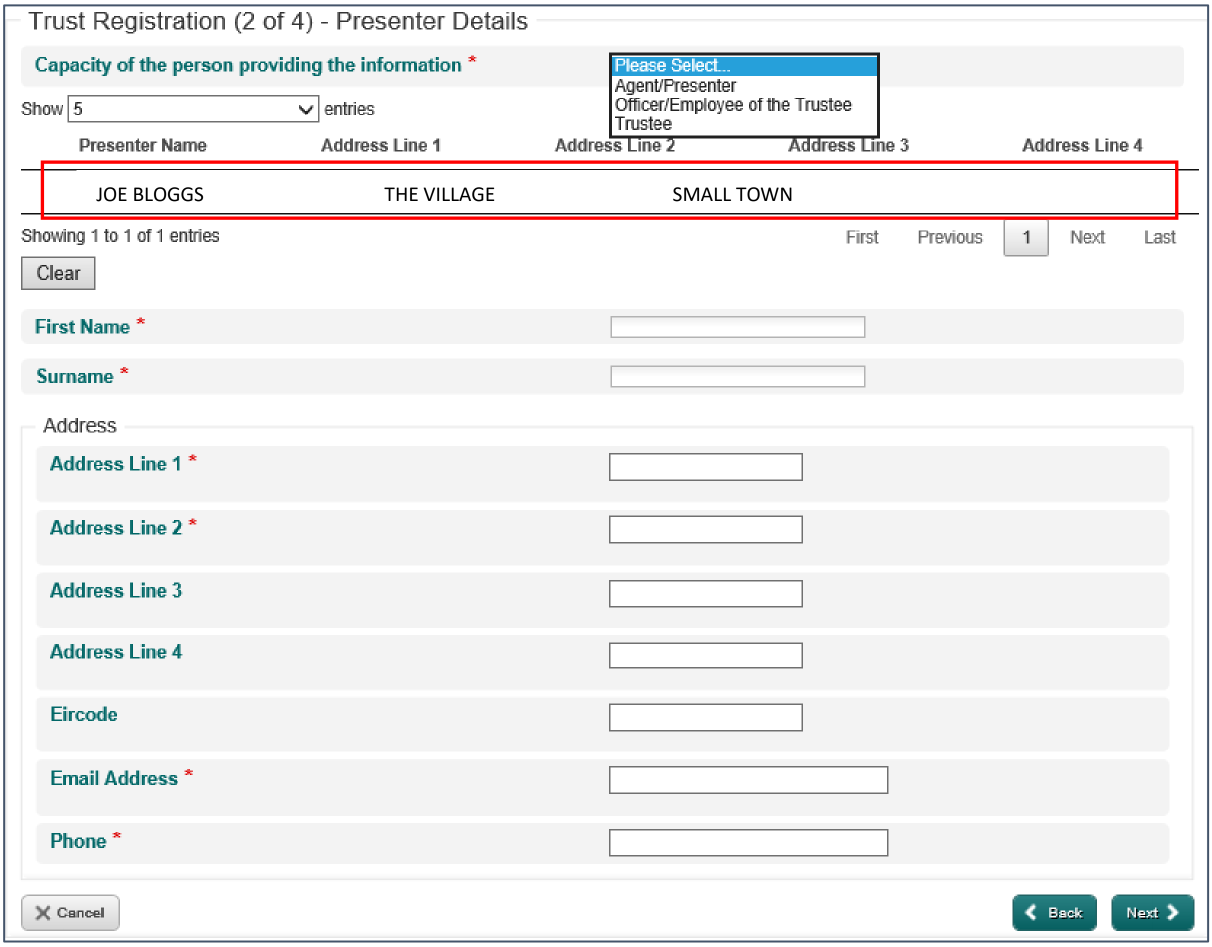



### 28.3. Registering a new trust



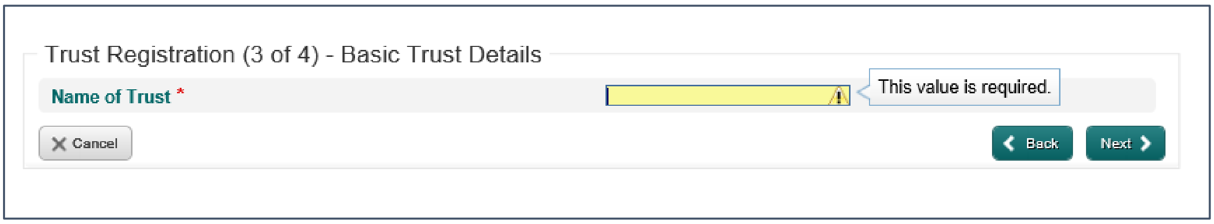
## 28.4. Presenter Details

**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 (*).




## 28.5. Name of Trust

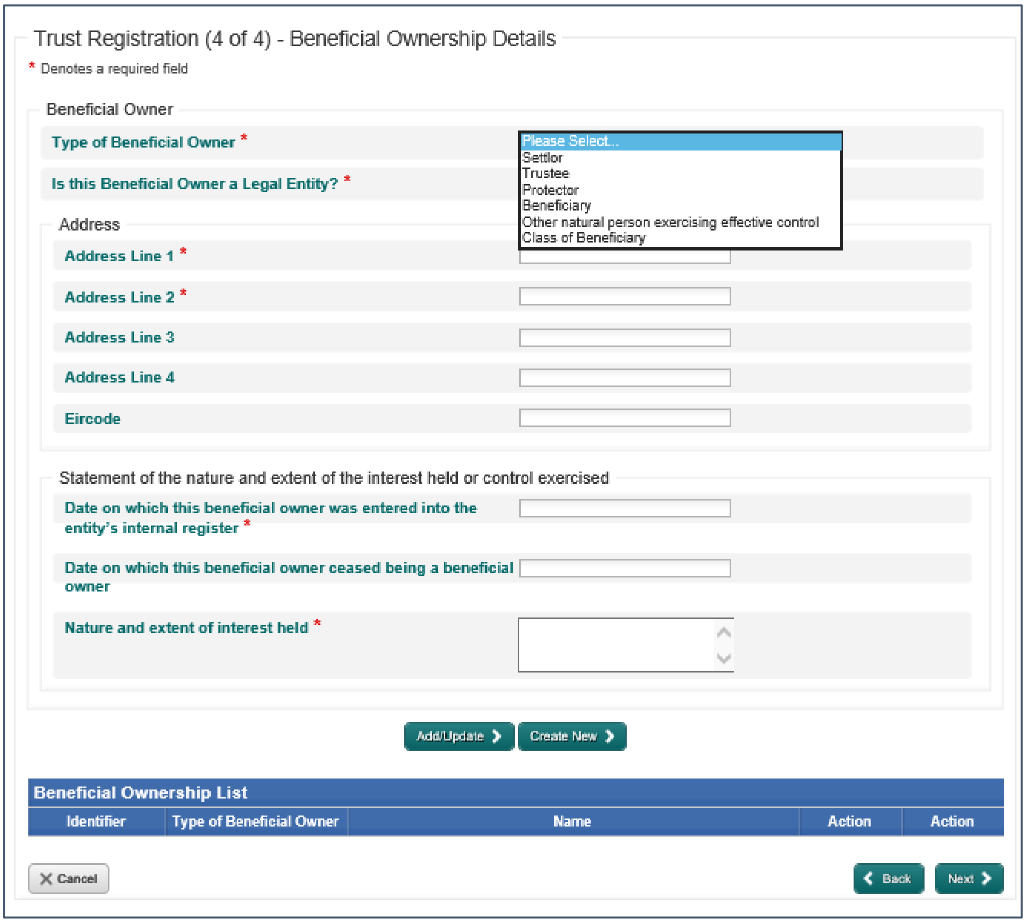
The trust must be given a name.



## 28.6. Beneficial Ownership Details

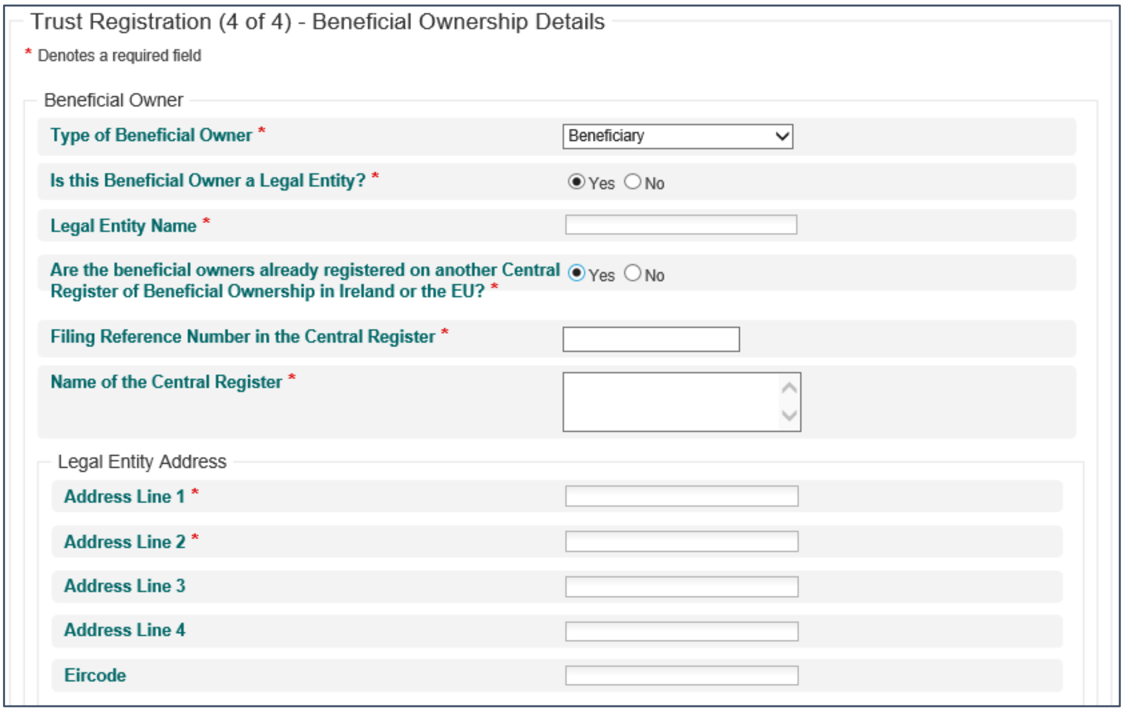
**Step 1:** Pick from dropdown for BO type. There will be different information required based on the BO type and the legal entity/individual status of the BO type.

**Step 2:** Once the BO information has been entered click **Add/Update**

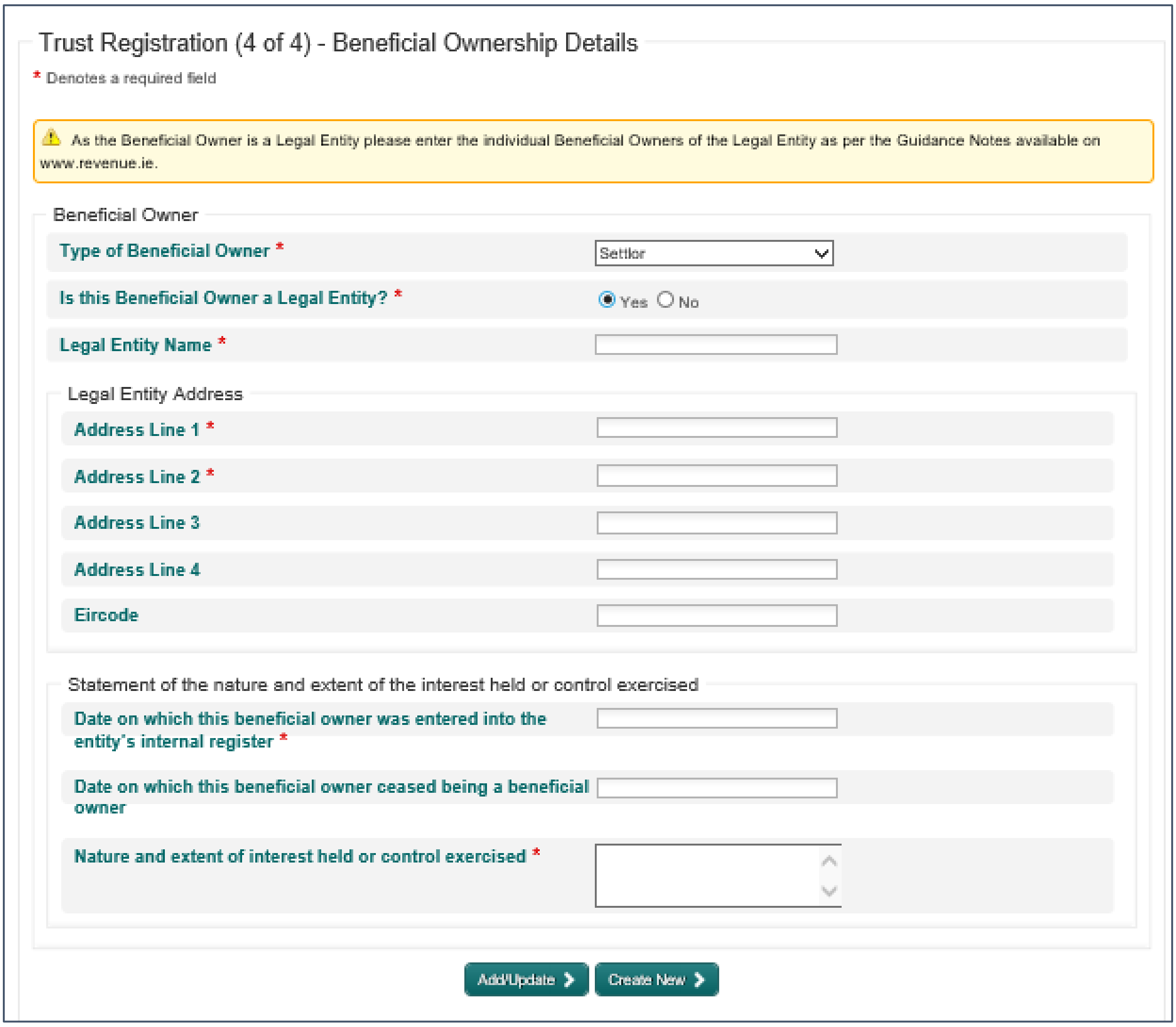



## 28.7. Legal Entity as Beneficiary

If the beneficial owner is a legal entity (company) **and** it's beneficial ownership type is that of Beneficiary **and** the legal entity is registered on another Central Register, then the presenter can provide details of this other Central Register.



## 28.8. Legal Entity as other type of beneficial owner or not on another Central Register



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

* Denotes a required field

As the Beneficial Owner is a Legal Entity please enter the individual Beneficial Owners of the Legal Entity as per the Guidance Notes available on www.revenue.ie.

Beneficial Owner

Type of Beneficial Owner * | Settlor

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

Legal Entity Name *

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

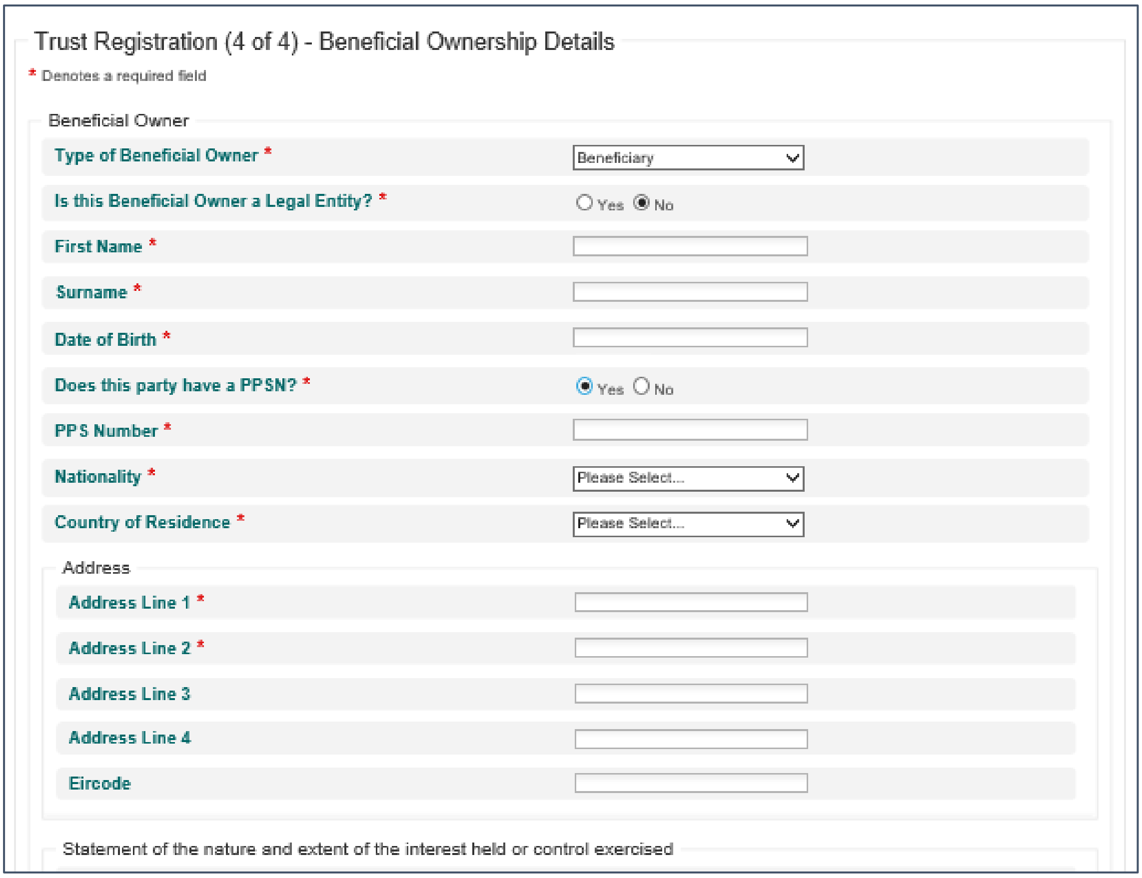
Nature and extent of interest held or control exercised *

Add/Update

Create New

## 28.9. Individual as a Beneficial Owner

### 28.9.1. Beneficial Owner has a PPS Number



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

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

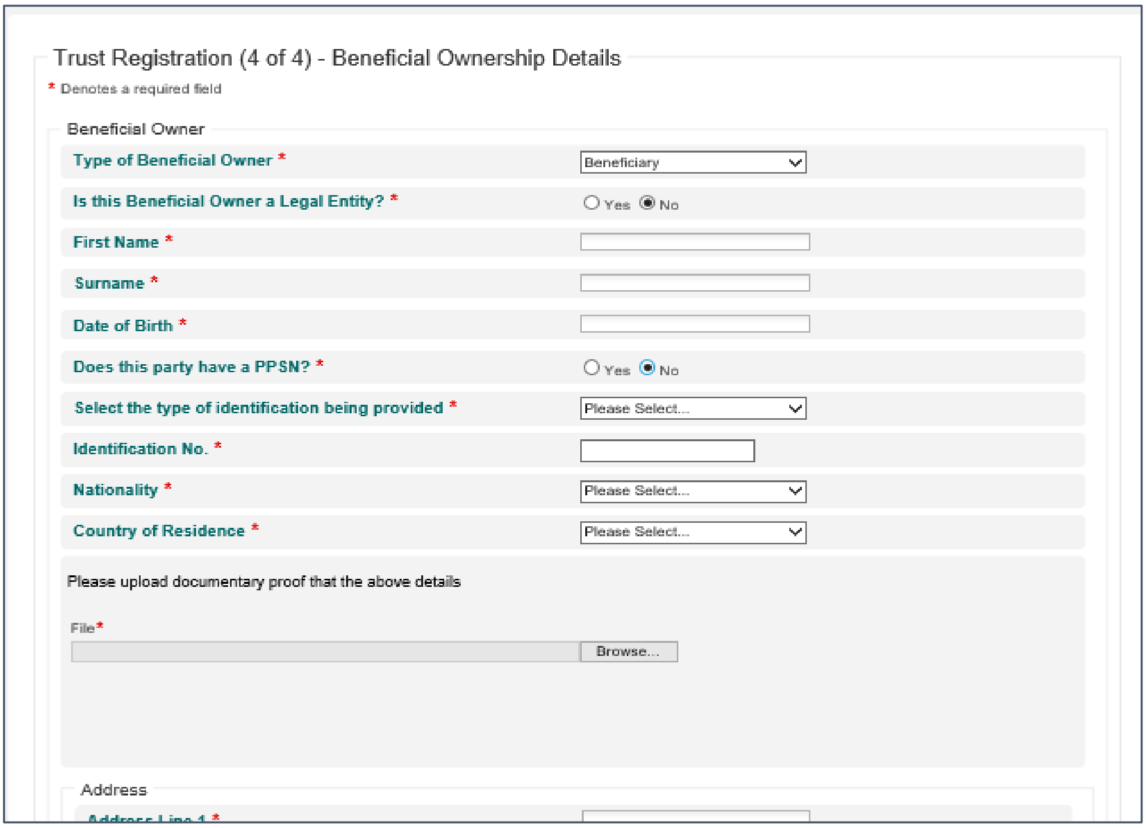
Address Line 4

Eircode

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

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

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 * Beneficiary

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 * Please Select...

Identification No. *

Nationality * Please Select...

Country of Residence * Please Select...

Please upload documentary proof that the above details

File*

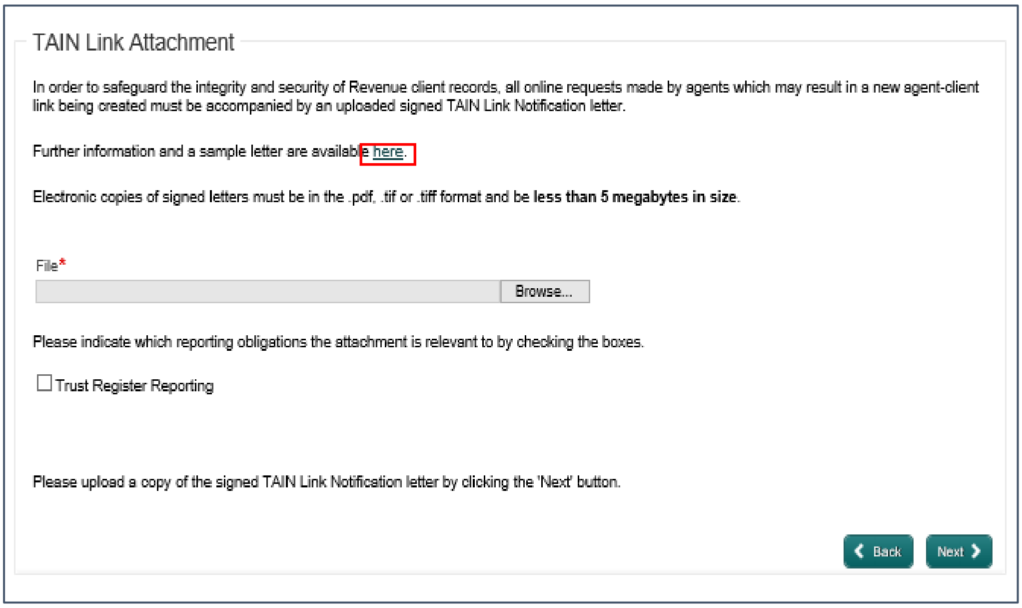
Browse...

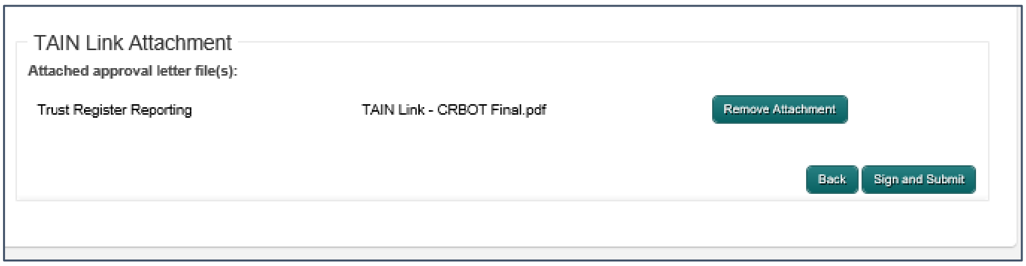
Address

Address Line 1 *

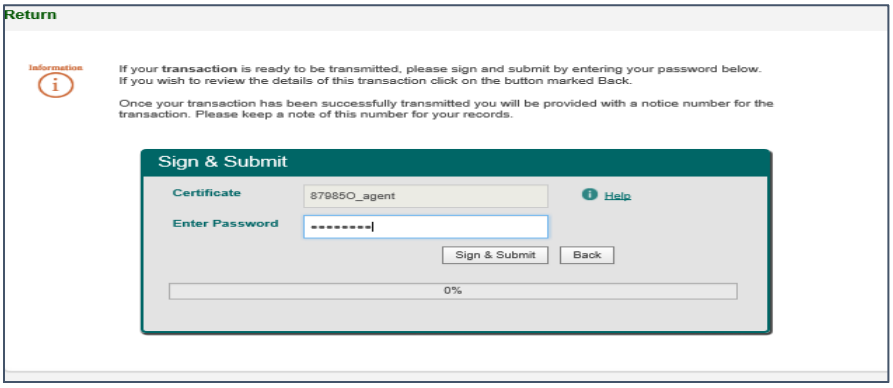
## 28.10. TAIN Link Notification

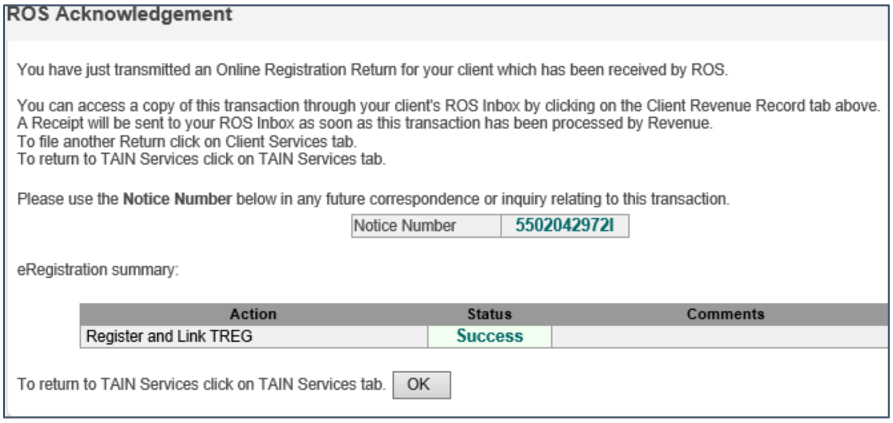
**Note:** This is the only way for the TAIN Link Notification to be submitted for the Trust Register.




## 28.11. Sign & Submit



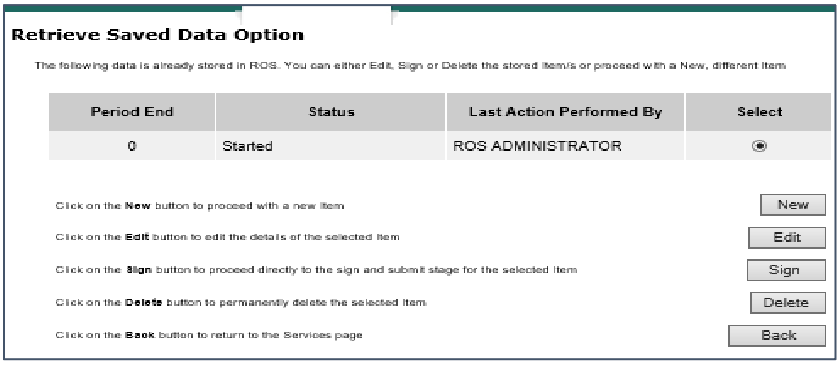

The Trust is registered and will be available to review in Trust Register Functions.

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

## 28.12. Partially Saved registration

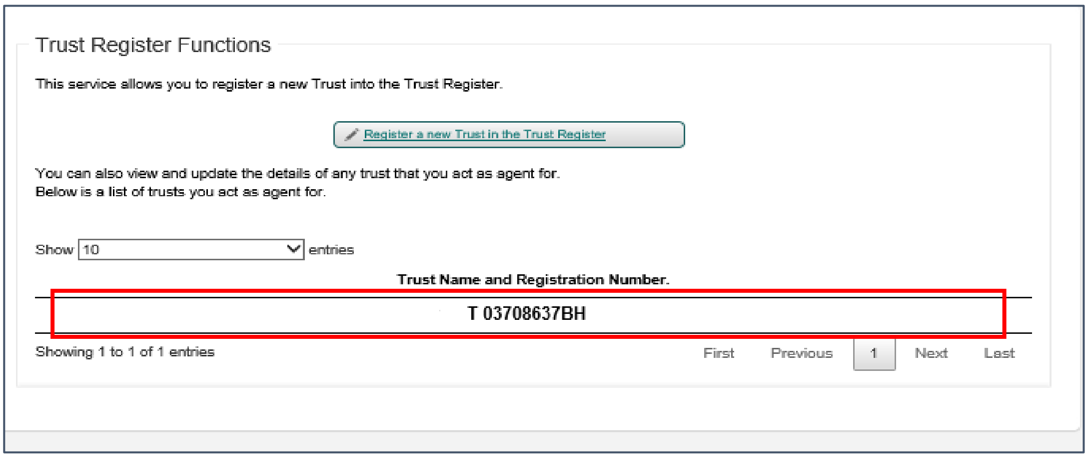
This screen will be visible on entering Trust Register Functions, if the trust has not been fully registered.

**Note:** If the you select the "New", this will automatically delete this partially saved trust.

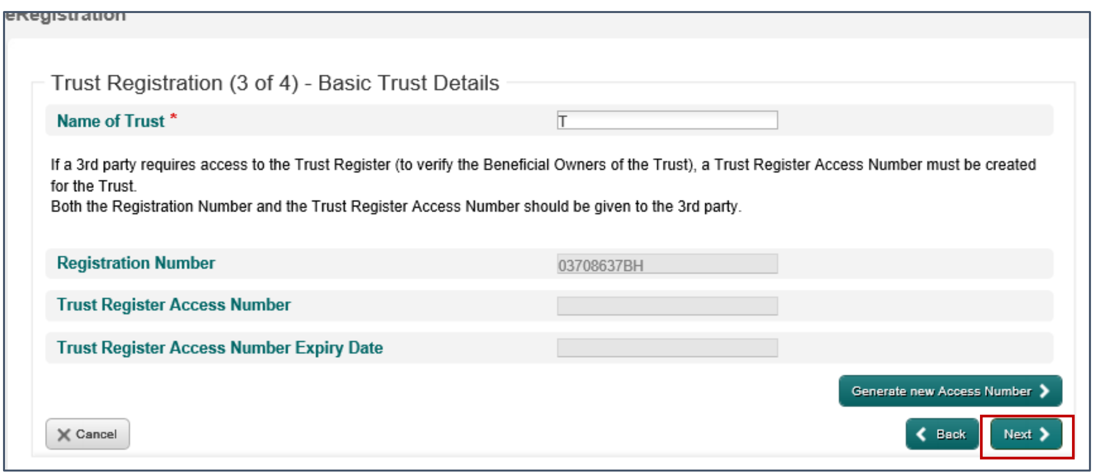



## 28.13. Editing or amending Trust Register details

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




**Step 2:** Click Next to enter Beneficial Ownership Details page.

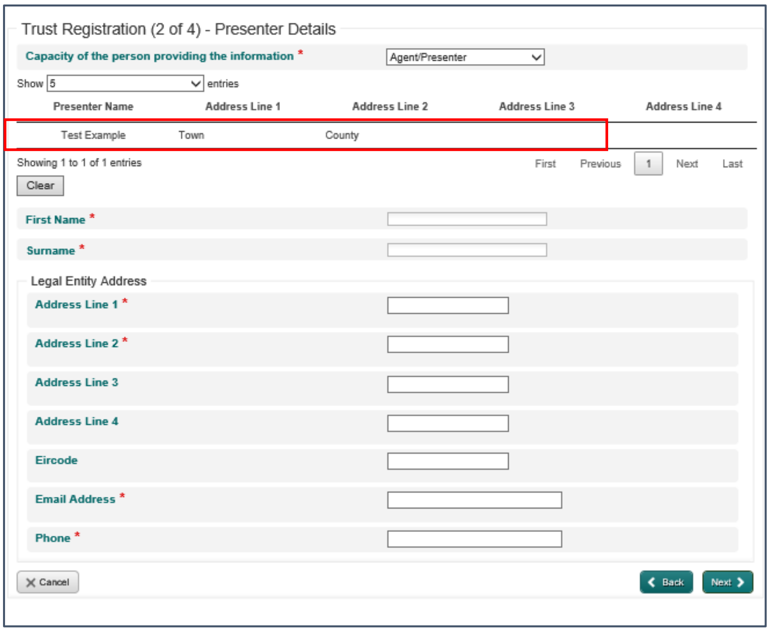



**Note**: If you are providing an Access Number to a designated person you can select Generate new Access number. Please see CRBOT Information on Access for Designated Persons & Discrepancy Notices for further information.

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

**Step 3:** 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):

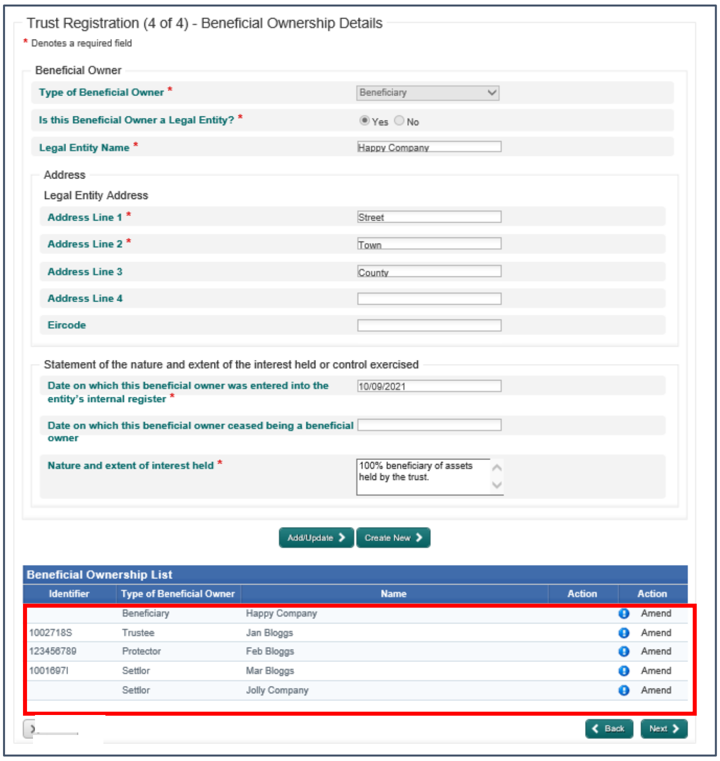



**Step 4:** Edit details of Existing Beneficial Owners

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 **Add/Update.**
To add a <u>new</u> Beneficial Owner click **Create New.**

**<u>Notes:</u>**

- When changes/additions for BOs are complete, click **Add/Update** button.
- If you cancel or click out of the trust at this stage all information entered in this sitting will be lost and must be re-entered.
- When satisfied with changes, click Next and then Sign & Submit.
- The register can take up to 18 hours to view in Trust Register Functions page
- There is no need to re-upload TAIN Link.
- 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 **Add/Update**.

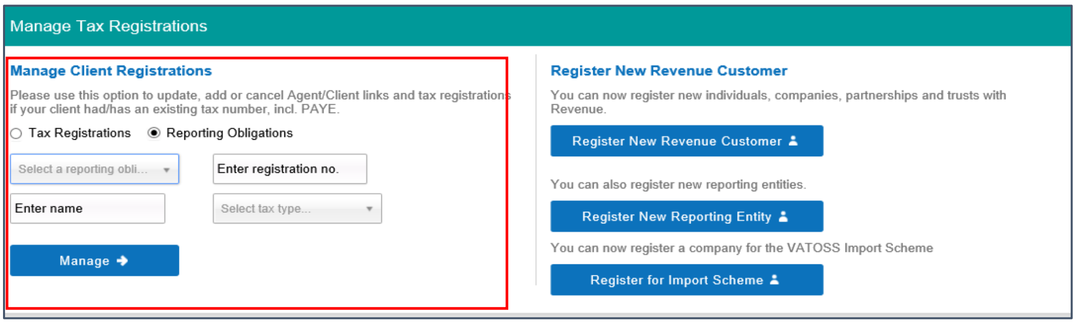



## 28.14. Changing Agent/Advisor Link

In order to link to an existing Trust (AML Register) customer, the agent must select

- The ‘Reporting Obligations’ radio-button.
- Select ‘TREG’ in the ‘Select a reporting obligation’ dropdown.
- Input the registration number in the ‘Enter registration no.’ field.
- Enter the Trusts Name in the ‘Enter name’ field.
- Select ‘Manage Reporting Obligations’ in the final dropdown on the bottom right-hand side.
- Click the Manage button & follow through to completion of the link.

This Trust will now be available in the correct ROS cert and they can amend as required.

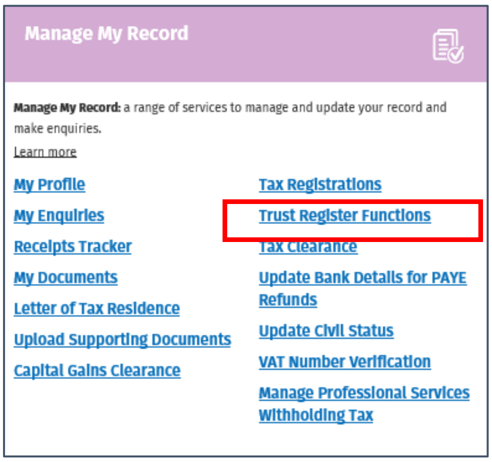


## 29. myAccount screens

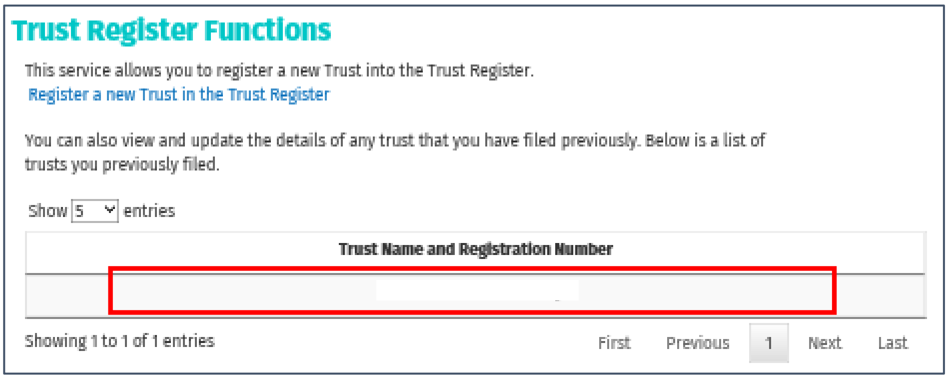
myAccount main page scroll down to Manage My Record below:

**Notes:**

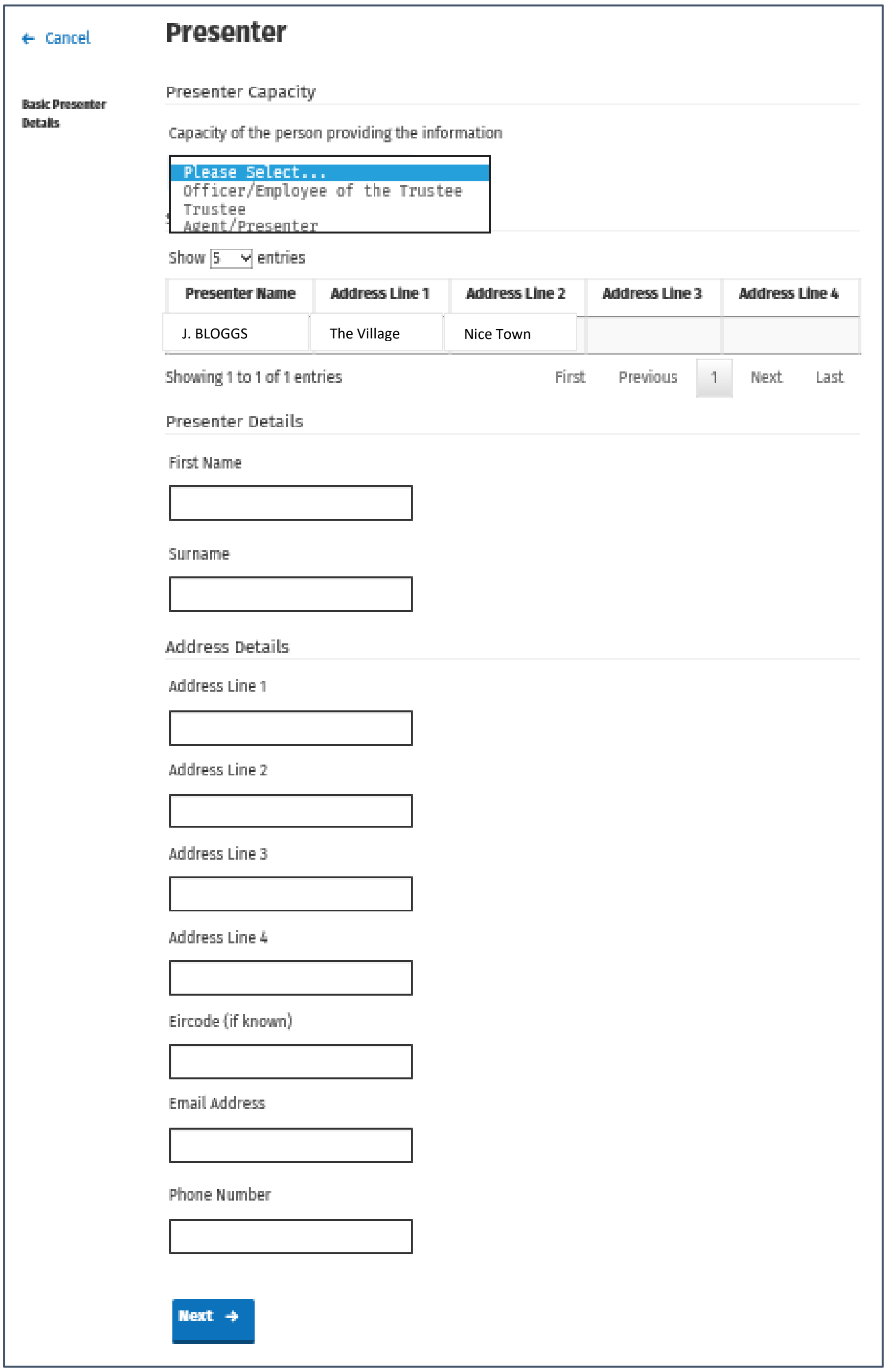
- Only Trustees can register a trust via myAccount (or as ROS user with a business registration).
- Anyone acting in a representative capacity only (agent/advisor) must register trusts via ROS, either with their existing agent cert or by getting a Trust Register TAIN & then registering for ROS.
- Please 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 Trust Register TAIN.




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

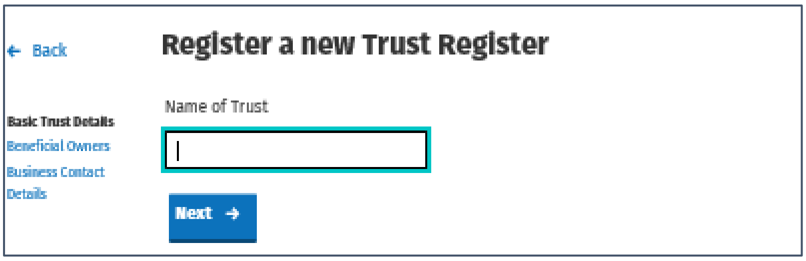


## 29.1. Presenter Details.




## 29.2. Trust Name

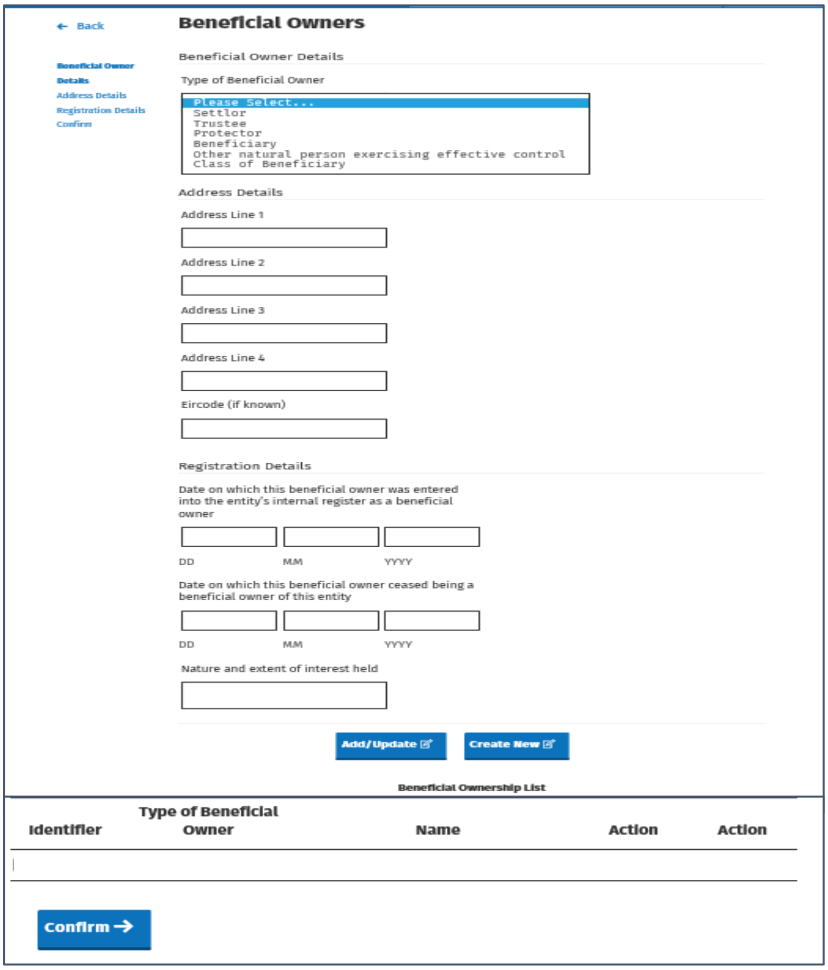
A trust name must be provided.



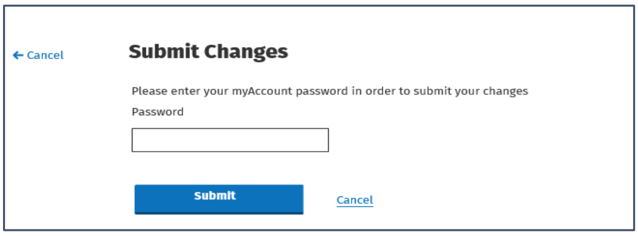
## 29.3. Beneficial Ownership Details

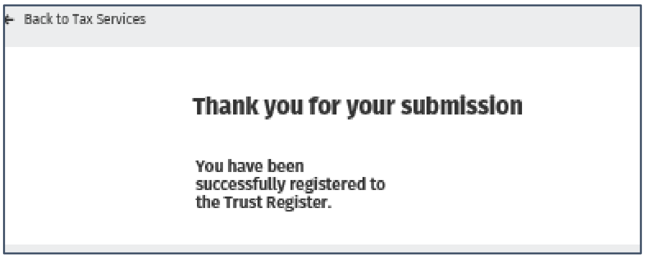
After each entry click **Add/Update**. When BO entries complete, click Confirm button to finish registration.

**Note:** Same regulations apply around Legal Entities, i.e. if the Legal Entity is a beneficiary and registered on another Central Register this information can be provided where prompted.




## 29.4. Sign & Submit with myAccount password.




It may take up 48 hours for the register to be updated on the system.

**Note:** To amend BO details of a registered Trust, click on the trust name in Trust Register Functions (point 28.)

Enter the trust and move through the pages to Beneficial Ownership Details.

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 **Add/Update.**

## 30. CRBOT Limitations & Possible Future Developments

### 30.1. Can trust registrations be done offline and then upload, like Form 11s, for example.

No. There is no offline functionality for CRBOT.

### 30.2. Can multiple sub-cert users of an Agent TAIN register trusts at the same time.

No. Only one trust can be registered on an Agent TAIN at any one time.

To finalise a partially saved trust you must click 'Edit' and follow the pages through to 'Sign & Submit'. If you have a partially saved trust and you click either 'New' or 'Delete', this will completely delete this partial save.

Note that if you are entering the beneficial ownership details of a trust and you leave the trust, either by cancelling or clicking out of the relevant screen, all the beneficial ownership details you entered in that sitting will be lost and will have to be re-entered when editing the partially saved trust.

Remember if you amend an already registered trust, you must follow the screens through to submission in order for the amendment to take effect.

### 30.3. Can a bulk upload be done for ID documentation where many beneficial owners do not have PPSNs?

If there are more than 50 beneficial owners a bulk upload spreadsheet can be requested. In this instance, when you are uploading the completed spreadsheet you can upload the relevant ID documentation.

For trusts with 50 or less beneficial owners, ID documentation should be provided for the beneficial owners as you complete each entry. Please do not have any spaces when entering the ID number.

### 30.4. If an individual or legal entity is two types of beneficial owner, for example a trustee & a settlor, can I select both these beneficial owner types together, i.e. without having to enter their information twice (once as a settlor & once as a trustee).

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.

### 30.5. 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.

### 30.6. Presenters Print-view.

This functionality is available in January 2022.

### 30.7. 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.

Remember 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 Add/Update button when you are finished amending details on each beneficial owner.

### 30.8. Trustee ability to generate access number on myAccount.

This functionality is available in January 2022.

### 30.9. How can I delete a trust?

#### 30.9.1. If the trust has made a final distribution and is no longer in existence:

The Trust cannot be deleted in this instance. You will need to cease the beneficial ownership information of each beneficial owner by amend the beneficial owner details. Enter the cessation date in box 'Date on which this beneficial owner ceased being a beneficial owner'. To save this change click **Add/Update**.

Please note, under 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.*

#### 30.9.2. I have duplicated a trust registration. How can I delete the incorrect registration?

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.