**Merchant Services Pre-Application**

**Important: Every field MUST be filled in.**

**Company**

Legal business name:       Incorporation Number:       Email address:

VAT Tax ID number:       Skype / IM address (optional):

Business telephone number:       Customer service phone number:

Country of Incorporation or Organization:       Date business established (DD/MM/YY):

Registered Business street address:

City:       Country:       Postcode:

Business mailing address:

City:       Country:       Postcode:

Type of business: [ ]  Individual [ ]  Partnership [ ]  Corporation [ ]  Nonprofit

Operating from: [ ]  Office suite [ ]  Retail storefront [ ]  Warehouse [ ]  Private Sector

List what departments exist at your operational address:

Number of employees at operational address:

Operational address Street:       Operational address Postal Code:

Operational Address City:       Operational Address Country:

**Website(s)**

Website’s URL: Website’s URL:

Industry:       Industry:

Description of Products/Services:       Description of Products/Services:

Test Account Login Credentials: Test Account Login Credentials:

User ID:       User ID:

Password:       Password:

Website’s URL:       Website’s URL:

Industry:       Industry:

Description of Products/Services:       Description of Products/Services:

Test Account Login Credentials: Test Account Login Credentials:

User ID:       User ID:

Password:       Password:

**Directors and Owners -** Please list ALL directors and owners.

**Name 1: \_****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ % ownership: \_****\_\_\_\_\_\_\_\_\_\_\_\_ Owner since:** **\_\_\_**(MM/YY)

Organizational Role: [ ]  Director [ ]  Director & Owner [ ]  UBO [ ]  Shareholder [ ]  Regular

Current address:

City:       Country:       Postcode:

Previous address:

City:       Country:       Postcode:

Social Security #:       Mobile phone #:       Date of Birth:

Personal email address:       Driver License #:

Passport #:       Passport country of issue:

Are you an Authorized Signatory? [ ]  YES [ ]  NO

**Name 2:****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ % ownership:** **\_\_\_\_\_ Owner since:** (MM/YY)

Organizational Role: [ ]  Director [ ]  Director & Owner [ ]  UBO [ ]  Shareholder [ ]  Regular

Current address:

City:       Country:       Postcode:

Previous address:

City:       Country:       Postcode:

Social Security #:       Mobile phone #:       Date of Birth:

Personal email address:       Driver License #:

Passport #:       Passport country of issue:

Are you an Authorized Signatory? [ ]  YES [ ]  NO

**Processing**

Estimated Monthly Volume: € / $ / KES.

Pricing Model (choose between: None, One-off; Recurring, Other):

Average Ticket Amount (average amount a customer might pay for goods or services from your business/website in a single credit card transaction): € / $ / KES

Highest Ticket Amount (highest amount a customer might pay for goods or services from your business/website in a single credit card transaction): € / $ / KES

Lowest Ticket Amount (lowest amount a customer might pay for goods or services from your business/website in a single credit card transaction): € / $ / KES

Expected Average number of transactions per month:

Average Refund Ratio (%):

Average Charge back Ratio (%):

Major regions your traffic is coming from (%) **EU       USA       ASIA       AFRICA       ROW**

Target Markets - **List all countries your traffic is coming from/you sell products to**:

Have you accepted credit card on this website before: [ ]  YES [ ]  NO

 If yes, name of current/former processor:       Account/Merchant ID #:       Years with this processor:

Prior acquirer relationship terminated? [ ]  YES [ ]  NO

Reason for terminated relationship:

Have you EVER been blacklisted or had an account closed by MasterCard/Visa or ACH processor? [ ]  YES [ ]  NO

Required Processing currencies (list all, FIAT and/or Crypto): 1      2       3       4

Required Settlement currencies (list all, FIAT and/or Crypto): 1      2       3       4

Do you require MOTO (Virtual Terminal, i.e. phone orders) : [ ]  YES [ ]  NO If yes, % of sales via MOTO :      % via online Credit Card:      %

Do you require 3D processing? [ ]  YES [ ]  NO

Required Card Brands: [ ]  Visa [ ]  MasterCard [ ]  Maestro [ ]  Diners Club [ ]  Discover [ ]  Cartes Bancaires

 [ ]  JCB [ ]  ChinaUnionPay

Requested local and alternative payment methods:

Payment Statement Descriptor - Line 1 - **URL name** (the text that will appear on customer´s bank statement):

Payment Statement Descriptor - Line 2: **Customer Support phone number** (the text that will appear on customer´s bank statement):

**Processing Information**

**Hold back Reserve (Rolling 6 Months): 10%, weekly pay-out**

**Integration**

Will you need assistance with the API Integration from our IT Department? [ ]  YES [ ]  NO

Do you have web programmer or other IT personnel that will be assisting you with the integration? [ ]  YES [ ]  NO

Are you offering memberships on your website? [ ]  YES [ ]  NO

Do you have a shopping cart? [ ]  YES [ ]  NO If Yes, which one?

Are you using a Cashier System? [ ]  YES [ ]  NO If Yes, which one?



Are you PCI-compliant? [ ]  YES [ ]  NO If Yes, please share your PCI DSS Certificate.

Are you using a PCI-compliant Payment Gateway/Hosted Payment Page? [ ]  YES [ ]  NO If Yes, which one?

**AUTHORIZATION & ACKNOWLEDGMENT**

As part of my application, the company’s information shared with this pre-application form will be shared with acquiring banks and/or alternative payment schemes in order to get our services pre-approved with their risk and underwriting teams. In some instances, additional information about principals of the applicant company may be required. The Principals' signatures are therefore required below.

*I certify that the above information is true and correct, to the best of my knowledge.*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_
Print Principal Name Date Print Principal Name Date*

**Document Requirements for New Applications**

**Required KYC/KYB Documents:**

1. Completed and signed application form
2. Photo Identification. Color copy of current Passport, driver’s license, Government Issued Identification, of owner(s) / signatory(is) (in English)
3. Corporate documents (translated in English): Copy of Articles of Incorporation (or equivalent).
4. Most Recent Utility Bill showing proof of Legal Business Address (translated in English)
5. Most Recent Utility Bill showing proof of Home Address for all members/shareholders of the company (translated in English)
6. Business Plan for start-up/new business
7. Business License IF required by law or for specific industries (i.e. Forex, Gaming, etc.)
8. Proof of Domain Ownership for all URLs
9. Recent 6-month Processing History, clearly showing Processed volume, Refunds/Credits & Charge backs

**For Websites:**

1. Clear description of goods and services listed on site
2. Clear pricing and currencies of each and every product and service
3. Terms and conditions clearly stated online.
4. Privacy policy on site
5. Contact details and location of business easily found on site
6. Customer service email and phone number listed on website
7. Times listed that customer service is available
8. Refund policy clearly stated
9. Shipping policy clearly stated on order page
10. Display Visa and MasterCard logo’s at checkout
11. SSL on all pages where customer information is collected