



NET PAYING

New Merchant Pre-App Questionnaire



INTERNATIONAL PRE-APPLICATION QUESTIONNAIRE

Business Details

Name of Business :	
Date Business Started :	
Web Site url :	
Physical Address of Business:	
Describe the Business activities, sales methods and strategies :	

Current Corporation Details

	European Company Details	USA and other Non-European Company Details
Company Registration Number:		
Legal name of company:		
Registered address:		
Post code and city:		
Country:		
Primary Contact person- Name, phone number, and email:		



Website Details

Merchant website/s:			
Type of Business:		Descriptor: (merchant name to appear on credit card statement)	
IP Address:		City Field: (customer service phone number)	
Customer Support e-mail:		Chargeback notification email:	
Login Details:	User ID:	Password:	
How long have you been in business:		Previous/ current name of processor and/or acquirer:	
Current monthly sales volume:		Current number of monthly transactions:	
Desired processing currencies:	<input type="checkbox"/> EUR <input type="checkbox"/> USD <input type="checkbox"/> GBP <input type="checkbox"/> Other:	Desired settlement currencies:	<input type="checkbox"/> EUR <input type="checkbox"/> USD <input type="checkbox"/> GBP <input type="checkbox"/> Other:.....
Do you use payment methods other than credit cards? Please specify:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Other:	
Do you preauthorize card transactions:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Processing Details

Reason for applying for this merchant account:		MOTO (Mail Order, Telephone Order) account needed:	
Projected monthly processing volume:		Projected monthly number of transactions:	
How do you receive your customer's orders:			
Internet/ SSL Order (%):		Telephone Order (%):	
Volume divided between cardholders:			
US (%):		European (%):	
Other (%):		Asia (%):	
Volume divided between card types:			
Consumer Cards (%):		Commercial Cards (%):	
Use of fraud prevention techniques:	<input type="checkbox"/> Yes		
	Specify:		
	<input type="checkbox"/> No		
If you block any countries for transactions, please specify:	<input type="checkbox"/> Yes		
	Specify:		
	<input type="checkbox"/> No		



Beneficial Owners

Please start with the largest shareholder

	Beneficial Owner # 1	Beneficial Owner # 2	Beneficial Owner # 3
First Name:			
Last Name:			
E-mail Address:			
Phone Number:			
Current home address:			
City and ZIP:			
Country:			
Passport Number:			
% Ownership:			

Director (s)

	Director # 1	Director # 2	Director # 3
First Name:			
Last Name:			
E-mail Address:			
Phone Number:			
Current home address:			
City and ZIP:			
Country:			
Passport Number:			



Website Content

What is/ are the product/s or services sold on your website?		
Please specify the payment model (recurring, one-time payment, pay-per minute etc):		
When is the customer charged for purchase (upon placing an order, when the order is shipped, upon receipt):		
Please specify the major countries your customers are from:		
Do you send an email receipt to the cardholder when the product has been fulfilled? Please email us sample/s.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you distribute any materials and/ or agreements to customers; related to the services offered. If yes, please email us sample/s.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have an appropriate business license for your business (ex. Pharmaceutical license for your company or your supplier`s license; gaming license)? If yes, please provide us with a copy.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does your company fulfill orders directly? If no, please provide fulfillment company information details:	<input type="checkbox"/> No	
	Specify Details:	
	<input type="checkbox"/> Yes	

NOTE to MERCHANTS and AGENTS

Additional Forms / Applications will be necessary to be completed and signed by the Merchant for particular PSPs or BANKS who require their own formats and declarations for full review, analysis and underwriting

Please note that additional documents will be required throughout the application process depending on the particular solution. Translation of documents may be required if not in English.



Required Documents CHECK LIST

Note: Without these documents or forms, we will not proceed with the Applications to our various Banks

- Completed Merchant Application Form and Declaration (easy to complete and save on your Computer)
- Certificate of Incorporation (for both the originating entity and the EU registered entity)
- Listing of all your websites (including username and password for website review)
- Copy of Business/Operating License(s)
- Articles of Association/Organization (for both the originating entity and the EU registered entity); showing proof of ownership by the indicted persons
- Copy of Passport of the company owners and director(s)
- Copy of owners/ directors local driving license or utility bill
- Copy of void check from a current corporate bank account
- Proof that the Domain name is registered in the company's name under the indicated owners
- Copy of 3 months of recent bank account statements
- 6 months previous processing (Excel spreadsheets are not accepted, unless they are accompanied by screen shots from system)
- For Moto Merchants, provide a sales rep script copy and an invoice copy

Please make sure the following points on the website(s) are met:

- Clear posting of the Refund and Return Policy
- Clear posting of the General Terms and Conditions
- Clear posting of the customer service telephone number and/or email address
- Clear posting of delivery methods and timing
- Clear posting of the company's legal name and address on the website
- Clear posting of the "billed as" descriptor

ADDITIONAL FORMS / APPLICATIONS MAY BE NECESSARY TO BE COMPLETED FOR PARTICULAR PSPs OR BANKS WHO REQUIRE THEIR OWN FORMATS AND DECLARATIONS FOR FULL REVIEW and ANALYSIS

PLEASE NOTE THAT ADDITIONAL DOCUMENTS MAY BE REQUIRED THROUGHOUT THE APPLICATION PROCESS DEPENDING ON THE PARTICULAR SOLUTION. TRANSLATION OF DOCUMENTS MAY BE REQUIRED IF LANGUAGE IS DIFFERENT FROM ENGLISH.

DISCLAIMER:

Please note that completion of this form will not bind the Agent, Bank, Processor nor any of our acquirers to any particular course of action and submitting of the information requested in this form shall explicitly not create a contractual relations between the parties. It is for information and review purposes only.