



MERCHANT APPLICATION FORM

Complete in Block CAPITALS and return to us

(1) COMPANY INFORMATION	
Branch Company	
Legal Company Name	
Company URL	
Address	
Telephone	
Fax	
E-mail	
Incorporation Date	
Trade Register Number	
Corporate Company	
Legal Company Name	
Company URL	
Address	
Telephone	
Fax	
E-mail	
Incorporation Date	
Trade Register Number	
Director/ CEO	
First Name	
Last Name	
Passport Number	
Address	
Telephone	
Fax	
E-mail	



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(1) COMPANY INFORMATION	
Shareholder/Beneficial Owner	
First Name	
Last Name	
Passport Number	
Address	
Telephone	
Fax	
E-mail	
Authorized Signatory	
First Name	
Last Name	
Passport Number	
Address	
Telephone	
Fax	
E-mail	

(2) Merchant Website			
Website URLs			
URL	Industry	Product/Service Description	Descriptor* + City Field
* Choose a descriptor containing a company name of URL name + customer service phone number as city field, which doesn't exceed 13 digits			



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Please describe your business model

Today's Date	
Authorized Signatory	
Place	
Signature	
Company Seal	

(3) TECHNICAL SPECIFICATIONS

Software	RHE + LAMP	Gambling License	YES / NO
URL REQUIREMENTS			
The company is identifiable at any tie by the card holder			
The company address is presented on the website			
The cardholder is asked for his address and telephone number			
All products comply with the same MCC Code			
Visa's CVV2 Compulsory			
MasterCards SecureCode Compulsory			
Transaction Currency appears			
Confidentiality promised			
Procedure for cardholder wishing to return goods			
Statement on transaction security			
Appearance of descriptor on statement			
Display of VISA/MasterCard logos			
Display of Price			
Statement regarding fulfillment time-frame (i.e. "7 business days")			
Shipping Policy			



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Note about Cardholders' responsibilities regarding laws in

(4) RISK MANAGEMENT QUESTIONNAIRE

WHAT PRODUCTS ARE SOLD ON THE WEBSITE? PLEASE DETAIL PRICE RANGE.

Do all products belong to the same MCC code?

Please specify the major countries customers are from.

Are there any specific countries which are blocked? Please detail.

How many items are allowed per single transaction?

Any appropriate privacy/anonymity policy for customers?

Operation of Affiliates programmes? Are they involved in the processing?

Specify manner of customer support operation (mail/phone, hours)

(5) MEMBERSHIP DETAILS

Please detail all membership packages and prices available. Is it recurring? Do you give

Do you offer more than one account per cardholder?

Do you have free trial membership? What is your strategy on end of it?

Do you require registration and credit card details before the free trial membership?

If yes, do you send it for pre authorization?

How do you handle customers who ask to cancel/stop their membership?



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(6) PRODUCT SHIPMENT

What are the shipment fees per order?

When is customer charged for purchase (when placing order / when order is shipped / upon receipt of the product)?

What is the delivery time you commit to once the payment has been completed and

What is your refund/cancellation policy?

Do customers get a reservation code enabling tracking their product?

Please specify all methods of delivery (UPS, registered mail, etc)

Please describe refund and cancellation policy.

Do you offer insurance in case the product is damaged?

Do customers need to pay an additional amount for this insurance service?

Can customers return products within a certain period of time? If so, do they get a full

(7) PAYMENT

Do you use payment methods other than credit card? Please specify.

Do you allow more than one account cardholders?

Do you allow P.O. box as address field? If no, how do you control it?

Are email receipts sent upon order?

How do you handle fraud matters? Please detail any fraud tools you are using



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How do you verify customers' identification?

Please name all fields you ask your customers before transaction.

(8) BANKING INFORMATION

Bank Name	
Account Number	
SWIFT / BIC Code	
IBAN Number	
Bank Address	
Beneficiary Name	
Beneficiary Address	
Trade Register Number	
Bank Contact Person	
Bank Contact Person Telephone	
Bank Contact Person Fax	
Bank Contact Person E-mail	

(9) PROCESSING INFORMATION

Transaction Currencies		Processed Credit Cards before	Yes / No
Settlement Currencies		Former Processor	
Estimated Monthly Volume Amount		Period of Processing with the Former Processor	
Estimated Monthly Number of Transactions		Reason of leaving	
Today's Date			
Authorized Signatory Name			
Place			
Signature			
Company Seal			



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PROCESSING RECORD

Please complete this section ONLY if you have previously process before but do NOT have access to data that can presented in a suitable format. Excel spreadsheets are NOT acceptable.



Master Card

Specification	Last month	2 Months ago	3 Months ago	4 Months ago	5 Months ago	6 Months ago
Sales volume						
No. of transactions						
Volume chargeback						
No. of chargeback						
Chargeback volume ratio						
Chargeback ratio by count						
Volume of refunds						
No. of refund transactions						
Refund ratio by volume						
Refund ratio by count						



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VISA

Specification	Last month	2 Months ago	3 Months ago	4 Months ago	5 Months ago	6 Months ago
Sales volume						
No. of transactions						
Volume chargeback						
No. of chargeback						
Chargeback volume ratio						
Chargeback ratio by count						
Volume of refunds						
No. of refund transactions						
Refund ratio by volume						
Refund ratio by count						

Note: Please also add the original charge back documents from former processor as scanned document.



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ADDITIONAL DOCUMENTS REQUIRED

Original Valid Certified Passport Copy	
Confirmation of Residential Address	
Certificate of Incorporation	
Shareholder's Details	
Company Overview Document (Balance Sheet & Tax Form)	
6 last month's credit card payment bank statements	
Recent Bank Statement	
Utility Bill	