

MERCHANT APPLICATION CHECKLIST

When applying for our merchant services, please ensure that all the required documentation is submitted along with your application. This will assist us in processing your application expeditiously.

- Merchant Application Form
- Signed Merchant Agreement
- Signed E-commerce Merchant Agreement – This is for electronic merchants only.
- Signed Addendum to Merchant Agreement – This is for card-not-present merchants such as those merchants who process mail or telephone orders, hotel or airline transactions and car rentals)
- Photo identification such as a passport, social security card or driver's licence showing your photograph, signature as well as the issue and expiry dates. ***All non-nationals must submit a valid passport as a form of identification.*** In cases where the actual identification is not presented, an original notarized copy of said identification must be submitted.
- Business Description/Business Plan/Marketing Plan
 - Business Description** - clearly describing the nature of the business model and the products and services being sold. This information is important in helping the bank to establish the appropriate Merchant Category Code and the definition of processing rules for detecting suspicious activity.
 - Business Plan** detailing the expected sales volumes, market segment and product listing. This is required for determining the security deposit requirement. Additionally, please note that it is critical that we ensure that all products/services offered by your company are within the policies of the bank and the regulatory authorities to which we must adhere. Please be advised that we do not accept any business that involves or is in any way associated with internet gaming, pornography, adult entertainment, online dating, pharmaceuticals, tobacco or herbal medicines.
 - Marketing Plan** – explaining how you will market your business with a view to increase your portfolio and profitability
- Refund Policy outlining how customers will be compensated or penalized for returned or unwanted goods/services

- Copy of Credit Card Payment Authorization Form for mail and telephone order merchants
- Website – For electronic merchants the following elements must be visible on your website:
 - Complete description of goods/services being offered
 - Return/Refund policy
 - Customer service contact information including e-mail address and or telephone number
 - Currency of transaction and prices items beings sold
 - Delivery policy
 - Country of merchant domicile
 - Export restrictions (if known)
- Company Resolution for merchant services
- Memorandum of Association
- Certificate of Incorporation
- Articles of Association
- Disclosures – This will assist us in verifying your credit history and worthiness
- Most recent audited financial statements or twelve (12) months bank’s statements