

Complete, sign and return by email to  
 sales@salemanager.com  
**HIGH RISK MERCHANT APPLICATION**



COMPANY PROFILE									
Merchant Name (DBA or Trade Name)					Corporate/ Legal Name				
Location Address					Corporate/ Billing Address				
City	State	Zip/Postal Code	Country		City	State	Zip/Postal Code	Country	
Contact Name / Relationship		Email Address			Technical Contact Name		Email Address		
Telephone Number		Fax Number			Billing Contact Name		Email Address		
Country of Registration (incorporation)			Company Registration Number / Federal Tax ID			VAT Identification #			
Is your company registered in INTL? <input type="checkbox"/> YES <input type="checkbox"/> NO Have you ever filed for Bankruptcy? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes when					Type of Business: <input type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Not for Profit <input type="checkbox"/> LTD				
Registered Corporate Name (INTL)					Registered Directors (INTL)				
Registered Office Address (INTL)					City	Province	Postal Code	Country	
Length of Time in Business:		Capital Resources (assets):			Turnover Last Year (income):		Number of Employees		
OWNERSHIP PROFILE (ownership must equal 50% or more)									
Name - Principal #1			Title	% Owned	Telephone Number		Email Address		
Date of Birth			Social Security #		Identification Type		State/County of ID		
Address			City, State		Zip/Postal Code		Country		
Name - Principal #2			Title	% Owned	Telephone Number		Email Address		
Date of Birth			Social Security #		Identification Type		State/County of ID		
Address			City, State		Zip/Postal Code		Country		
BUSINESS PROFILE									
Please provide a profile of the company									
Current Acquirer			Current Gateway			Reason for leaving current acquirer:			
Length of time accepting credit cards:					Percentage of foreign transactions: % U.S.    % Europe    % Asia    % Rest of the World				
Method of Acceptance (must equal 100%): MOTO    %    Internet    %    Swipe    %					Estimated Monthly Volume		Average Ticket	Highest Ticket	
URL(s)									
Descriptor (max 25 characters: For example - company name, phone #, URL) will be shown on Credit Card statement									
Description of products/ services sold (include length of service and pricing)					Recurring Services? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes describe				
Is a Call Center used? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes describe					Is a Fulfillment House used? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes describe				
Card Types Accepted:	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express		<input type="checkbox"/> Discover	<input type="checkbox"/> Diners	<input type="checkbox"/> JCB	<input type="checkbox"/> Other	



# INTERNATIONAL MERCHANT APPLICATION

## CURRENCY REQUESTED

In which currency are your products sold?

In which currency would you like payment to be transferred to your bank account?

## BANK INFORMATION

SWIFT/BIC (Bank Identifier Code)	Bank Name	Bank Address	Bank Phone Number
Account Number:	ABA routing code (US):	Account Holder:	IBAN Number (EU):

PROCESSING HISTORY	LAST MONTH	2 MONTHS AGO	3 MONTHS AGO	4 MONTHS AGO	5 MONTHS AGO	6 MONTHS AGO
Sales volume						
Number of transactions						
Chargeback volume						
Number of chargeback's						
Refunds Volume						
Number of refunds						

## CARDHOLDER DATA STORAGE COMPLIANCE

1. Are you using software or gateway application?  Yes  No

2. a) What third party software company/vendor did you purchase your Application from?  
 b) What is the name of the third party software? Version #?  
 c) Do your transactions process through any other third parties, web hosting companies or gateways?  Yes  No  
 If yes, who is it?

3. a) Do you or your vendor receive, pass, transmit or store the full cardholder number, electronically?  Yes  No  
 b) If yes, where is card data stored?  Merchant  Third Party Only  Both Merchant & Third Party  
 b1.) Are you or your vendor PCI/DSS (Payment Card Industry/Data Security Standard) compliant?  Yes  No  
 b2.) What is the name of your Qualified Security Assessor?  
 b3.) Date of compliance: Date of last scan:

4. Have you ever experienced an account data compromise?  Yes  No If yes, when?

\*\*\*\* Card Association requirements dictate it is prohibited to store track data in any circumstance. Further, it is recommended that no merchant or a merchant's third party vendor store cardholder data. If you or your vendor store data, you or your vendor are required to be PCI DSS compliant. Failure to adhere to these requirements may result in fines or loss of card acceptance. \*\*\*\*

## SITE INSPECTION

Merchant:  Owns  Rents Landlord: Building Type:  Shopping Ctr  Office Bldg  Industrial Bldg  Residence

Area Zoned:  Commercial  Industrial  Residential Square Footage/m2:  0-500  501-2500  2501-5000  5001-10000+

Does Merchant have the appropriate facilities, equipment, inventory, personnel and license /permit to operate their business?  No  Yes

**Declarations:**  
 I hereby confirm to be the owner of the listed website(s). I further declare to have full control and authorization of the website content. I acknowledge and agree that I will not use the Processing System for transactions relating to: 1) Sales made under a different trade name or business affiliation than indicated on this Agreement or otherwise approved by the acquirer in writing; 2) Fines or Penalties of any kind, losses, damages or any other costs that are beyond the Total Sale Price; 3) Any transaction that violates any law, ordinance, or regulation applicable to my business; 4) Goods which I / we know will be resold by a customer whom I / we reasonably should know is not ordinarily in the business of selling such goods; 5) Sales by third parties; 6) Any other amounts for which a customer has not specifically authorized payment through the acquirer; 7) Cash, traveler's checks, Cash equivalents, or other negotiable instruments; or 8) Amounts which do not represent a bona fide sale of goods or services by me / us. I also declare on behalf of the company and on behalf of myself that, to the best of our knowledge, neither the company nor the website nor myself (or any of us) have ever been involved in excessive chargeback's, fraud or content violation nor have any of the above ever terminated by an acquirer or asked by an acquirer to terminate an agreement within a set period of time.

**Investigate Consumer Report**  
 An investigative or consumer report may be made in connection with application. Merchant authorizes any party to the agreement or any of their agents to investigate the reference provided or any other statements or data obtained from merchant and from any of the undersigned personal guarantor(s), or from any person or entity with any financial obligations under this agreement. You have a right, upon written request, to a complete and accurate disclosure of the nature of and scope of the investigation requested.

**By printing your name below, you here by agree and accept.**

Principal # 1	Date	Principal # 2	Date
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- Required Documents:**
- 6 Months Merchant Processing Statements
  - Copy of Principals Passport/National ID
  - Certificate of Incorporation (Originating Co. & EU registered Co.)
  - Articles/ Memorandum of Association
  - Copy of Business/Operating License
  - Voided Check
  - Most recent Business Bank Statement
  - MOTO/E-Commerce Merchant Info Form
  - Cross Corporate Guaranty (Originating Co. to EU registered Co.)

**Please submit this document in the following way:**  
 For expedited underwriting this form needs to be completed electronically, manual completion will delay underwriting.

# MOTO/E-COMMERCE MERCHANT FORM



Merchant name

Monthly processing volume  Average ticket

Provide a description of products or services offered

Describe all pricing, membership packages, length of service

List all URL(s)

Provide username for all URL's

Password

Do you provide services to websites that are not fully owned by you?  Yes  No

If yes, list URL(s) and explain

Descriptor (max 25 characters: For example - company name, phone #, URL)

Will be shown on credit card statement

## Are the following visible on the web site?

- The company name identifiable to cardholder?  Yes  No
- The address and contact identifiable to cardholder?  Yes  No
- The statement on transaction security?  Yes  No
- The card brand logos?  Yes  No
- The pricing & length of Term of Service?  Yes  No
- The statement of fulfillment/shipping policy?  Yes  No

In what geographical areas will your products be sold / services offered?

What type of personal information do you require consumers to supply (i.e. name, phone number, address, email, etc.)?

Is the above information verified by customer contact?  Yes  No

How does the business advertise?  Direct mail  Yellow pages  Magazines  Radio/Television  Internet

Please describe all marketing channels and activities promoting this service

How are products or services sold?  Internet  In-Person  Mail order  Phone order

Who enters credit card into processing system  Merchant  Fulfillment center  Consumer

Who processes the order?  Merchant  Fulfillment center  Other:

What are your shipping time frames?  Download  Instant acces  Within 1 week  Within 2 week  Later

Who ships the product?  N/A  Merchant  Fulfillment center

What shipping service is used?  N/A  Mail  Other:

Is a delivery receipt requested?  N/A  Yes  No

Is delivery tracking available?  N/A  Yes  No

Do you have a free trial membership?  Yes  No What is the length?

Describe the strategy at the end of the free trial membership

Do you require registration and credit card before free trial?  Yes  No

Do you offer a recurring billing model?  Yes  No If **Yes**, please describe

Do you offer any cross selling?  Yes  No If **Yes**, please describe the function, the product/service and URL(s)

# MOTO/E-COMMERCE MERCHANT FORM



Do you offer any up-sell/opt in/opt out add on products/services  Yes  No If **Yes**, please describe the function, the product/service and URL(s)

Do you offer affiliate programs?  Yes  No If **Yes**, please describe

Do you use a call center?  Yes  No If **Yes**, please describe the process and provide scripts, tape recording, wave file of typical sales conversation?

Do you use a fulfillment house?  Yes  No If **Yes**, list the name(s) and address of third party or fulfillment organizations, or parties aside from your staff who will assist or participate with the sale, marketing and processing of orders or shipping of merchandise:

List the name(s) and address of vendors from which the product is purchased

Have you had, or are you in any Visa, MasterCard, Discover, etc violations, or chargeback monitoring programs?

Who handles your risk, fraud, chargeback, and retrieval request management?

Describe all fraud controls?

Is a negative cardholder database maintained (i.e. a database where a record of credit cards that have a chargeback, credit or negative history and all transactions are checked against this database for possible matches.)?  Yes  No

Do you use velocity controls (i.e. a limitation of the number of times the credit card can be used in a given day/week/month, or a limitation of the amount spent, etc.)?  Yes  No

Under what conditions are customers/users allowed to exceed the above limits?

Who handles your customer service?

Describe your refund policy

How are chargeback's handled?

How are retrievals handled?

**Do you use:**

Card Verification Codes (CVC)?  Yes  No Address Verification (AVS)?  Yes  No

Verified by VISA?  Yes  No Mastercard SecureCode  Yes  No

Do You Use Encryption?  Yes  No



# MOTO/E-COMMERCE MERCHANT FORM

## Please provide:

- Screenshot of your virtual terminal, if applicable
- Copy of contract between your company and the cardholder (i.e., terms and conditions)
- Must submit sample(s) of product brochures, promotional materials, advertisement, product catalog, etc
- Sample of invoice
- Tape recording/wave file or a script of typical sales conversation

Additional notes and comments:

**For expedited underwriting this form needs to be completed electronically, manually completion will delay underwriting.**

**By printing your name below, you here by agree and accept.**

**Principal #1**

\_\_\_\_\_

Date: \_\_\_\_\_

**Principal #2**

\_\_\_\_\_

Date: \_\_\_\_\_

## Please submit this document in the following way:

Thank you in advance for answering the above questions (on your PC). Save this document before sending.

- Send the information back to:
- For more information please contact:

# CHECKLIST APPLYING FOR MERCHANT ACCOUNT



When you wish to apply for a Merchant Account which enables your business to accept credit card payments, we kindly ask you to use the following checklist to ensure that you have included all required documentation.

**Incomplete applications will not be accepted.**

## Please send us the following documents (preferably via email):

- Completed Application Form (easy to complete and save on your PC)
- Completed MOTO E-Commerce Merchant Information Form
- Certificate of Incorporation (for both the originating entity and the EU registered entity)
- Articles of Association/Organization (for both the originating entity and the EU registered entity); official legal name, address and owner (natural person) should be clearly mentioned. If company is owned by other company, then Incorporation Documents of the owning company are also required, until the UBO (Ultimate Beneficiary Owner) is known
- Copy of valid ID of company's owners/director(s). Preferably Passport or National ID.
- Copy of recent bank account statement (if new merchant, 3 months)
- Copy of void check
- Listing of all websites (including username and password for all websites)
- If applicable: Copy of Business/Operating License(s)
- If applicable: 6 months previous processing (Excel spreadsheets are not accepted, unless they are accompanied by screen shots from the actual system pulled)

## Furthermore, please make sure the following points on the website(s) are met:

- Clear posting of the company's legal name and address on the website
- Clear posting of the customer service telephone number and/or email address
- Clear posting of the Refund and Return Policy
- Clear posting of the General Terms and Conditions
- Clear posting of delivery methods and timing
- Clear posting of the "billed as" descriptor
- Listing of products with pricing stated in the settlement currency
- Website order page needs to be secure/SSL
- Domain name should be registered in the company's name
- If the Internet site is still under development: please provide a username and password enabling us to access the BETA site and carry out the due diligence

**Please make sure all abovementioned points are checked and send the complete application package via email**