



# Merchant account Application form

*Version CP-AM-MO-M-001.4*

## A. Introduction and explanations

Thank you for your interest in opening a **merchant account** with us.

We know your time is precious. To make the account opening, and any activity that follows, as quick and easy as possible, we ask for all relevant details in this application form. Our goal is to streamline the process, gather all the necessary information in this one-step process, so you don't have to deal with many additional requests after submitting the application. Please make sure everything is complete and clear so that we can get your account up and running without delay.

Notes:

- To apply for a merchant account, please note you will also have to open an IBAN account with ConnectPay. Please apply here: [ConnectPay IBAN account for business online application](#)
- In this application we refer to the individual entity applying for the account (such as a Limited Liability Company (Ltd.), Société Anonyme (S.A.), etc.) as the “company”.
- We refer to a group of companies under the same ownership structure jointly forming the overall business as a “business”. A business can contain one or several companies.
- The form is carefully grouped in sections, each section has several numbered questions.  
*Below each question you can find help section - in grey, where applicable.*

We suggest that before you start filling this application form you read the following documents:

- [ConnectPay terms and conditions](#)
- [ConnectPay agreement for merchant account](#)

Please fill in the application and email it together with the additional documentation to [clientcare@connectpay.com](mailto:clientcare@connectpay.com).

## B. Company profile

Please complete this section for the company applying for the merchant account.

1. Company name

*As it is mentioned in the corporate documents.*

2. Company registration no.

3. Registered DBA/trade name

*If other than legal name.*

4. Phone number

5. Email

*Please fill in the above contact details for the authorized representative filling the application.*

## C. Business profile

1. Detailed description of products/services sold

*Please explain the business model.*

2. Length of time in business *(in months)*

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3. Website(s) / URL(s) *(separated by comma)*

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4. Beta website(s) *(if applicable)*

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5. Login details *(if applicable, login details should apply for all websites)*

Username

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Password

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6. Descriptor

*How to appear on customers' statement; max 22 characters, for example website or company name.*

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7. DBA/city field

*Second line of descriptor; max 12 characters, for example city or customer support telephone number.*

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8. Will you use 'dynamic descriptor(s)'?

*Dynamic descriptor allows to customize on a transaction level the merchant name and location as they appear on the cardholder's statement and SMS from the issuing bank.*

Yes

*If yes, a list of all descriptors and related website(s) should be provided below.*

No

*If no, please proceed to question 9.*

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9. Estimated monthly sales volume in euro *(or in euro value)*

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10. Average transaction value in euro *(or in euro value)*

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11. Highest transaction value in euro *(or in euro value)*

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12. What is your target market?

*Please specify the countries where your customers are based.*

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13. What card types are you applying for?

Visa

Mastercard

14. What transaction type(s) do you require?

E-commerce

Recurring

CFT

*CFT is the Mastercard transaction type designed for real-time money transfers to customers. Service is not available for Visa cards.*

15. When does the payment take place?

Upon purchase

Upon download

On delivery

Other

*Please specify*

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16. What is the delivery time for goods/services, upon purchase?

*Total should equal 100%.*

Immediately

Within 4 weeks

Within 5-14 weeks

More than 14 weeks

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

17. Have you ever filed for bankruptcy?

Yes

*If yes, when? (DD/MM/YYYY)*

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No

18. Have you previously accepted credit/debit cards?

Yes

*If yes, for how long? (in months).  
Please submit processing statements for the last 6 months.*

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No

*If no, proceed to section D.  
Please submit your business plan.*

19. Have you ever been flagged or in violation of any card scheme program?

*E.g.: excessive chargebacks, BRAM violation, account data compromised, MATCH list.*

Yes

*If yes, please provide details.*

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No

*If no, proceed to next question*

20. Current/previous Payment Service Provider (PSP) or gateway

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21. Current/previous acquirer

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22. What is the reason for leaving your current acquirer?

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23. Please provide 6 months of the most recent processing history below.

*History should clearly show transactions, chargebacks and refunds per month.*

Specify the applicable currency for the volumes below

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	Last month	2 months ago	3 months ago	4 months ago	5 months ago	6 months ago
Number of transactions	_____	_____	_____	_____	_____	_____
Transaction volume	_____	_____	_____	_____	_____	_____
Number of chargebacks	_____	_____	_____	_____	_____	_____
Chargeback volume	_____	_____	_____	_____	_____	_____
Number of refunds	_____	_____	_____	_____	_____	_____
Refund volume	_____	_____	_____	_____	_____	_____

24. What is the origin of transactions?

*Where do cardholders come from; total should equal 100%.*

EEA<sup>1</sup>

CIS<sup>2</sup>

Asia

USA<sup>3</sup>

Rest of the world

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

<sup>1</sup>EEA member countries:

The EEA countries are Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

<sup>2</sup>CIS:

The Commonwealth of Independent States are Armenia, Belarus, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan.

<sup>3</sup>USA:

The United States of America.

## D. Security measures

### 1. Describe all security measures and fraud/chargeback handling

*E.g.: Do you verify customers' identities? How is access to customers' accounts being secured? Do you have a chargeback analysis process in place? Do you have anti-fraud procedures in place? Is a negative cardholder database (record of cards that have fraud/chargeback or negative history and all transactions are checked against it) maintained? Do you have velocity controls (limitation of the number of times the credit card can be used in a given day/week/month, or a limitation on the amount spent) in place?*

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### 2. Do you process secure transactions?

*If yes, how is the percentage split? If no, please proceed to section E.*

3D secure

\_\_\_\_\_ %

Non-3D secure

\_\_\_\_\_ %

## E. Processing currencies

### 1. Please indicate the desired processing currency(ies)

*The currency(ies) in which your products/services are sold.*

<input type="checkbox"/> AED	<input type="checkbox"/> AMD	<input type="checkbox"/> ARS	<input type="checkbox"/> AUD	<input type="checkbox"/> BDT	<input type="checkbox"/> BGN	<input type="checkbox"/> BOB	<input type="checkbox"/> BRL	<input type="checkbox"/> BYN	<input type="checkbox"/> CAD	<input type="checkbox"/> CHF	<input type="checkbox"/> CNY
<input type="checkbox"/> CZK	<input type="checkbox"/> DKK	<input type="checkbox"/> EUR	<input type="checkbox"/> GBP	<input type="checkbox"/> GEL	<input type="checkbox"/> GGP	<input type="checkbox"/> GIP	<input type="checkbox"/> HKD	<input type="checkbox"/> HRK	<input type="checkbox"/> HUF	<input type="checkbox"/> IDR	<input type="checkbox"/> ILS
<input type="checkbox"/> INR	<input type="checkbox"/> JPY	<input type="checkbox"/> KRW	<input type="checkbox"/> KZT	<input type="checkbox"/> LYD	<input type="checkbox"/> MDL	<input type="checkbox"/> MXN	<input type="checkbox"/> NGN	<input type="checkbox"/> NOK	<input type="checkbox"/> NZD	<input type="checkbox"/> PLN	<input type="checkbox"/> RON
<input type="checkbox"/> RUB	<input type="checkbox"/> SAR	<input type="checkbox"/> SEK	<input type="checkbox"/> SGD	<input type="checkbox"/> THB	<input type="checkbox"/> TRY	<input type="checkbox"/> TWD	<input type="checkbox"/> UAH	<input type="checkbox"/> USD	<input type="checkbox"/> ZAR		

Please note that the settlements to the ConnectPay IBAN account will be in EURO only.

## F. Contact details

### General contact (primary)

First name and last name

\_\_\_\_\_

Email

\_\_\_\_\_

Telephone number<sup>4</sup>

\_\_\_\_\_

### Technical contact

First name and last name

\_\_\_\_\_

Email

\_\_\_\_\_

Telephone number<sup>4</sup> \_\_\_\_\_

## Financial contact

First name and last name \_\_\_\_\_

Email \_\_\_\_\_

Telephone number<sup>4</sup> \_\_\_\_\_

## Risk contact

First name and last name \_\_\_\_\_

Email \_\_\_\_\_

Telephone number<sup>4</sup> \_\_\_\_\_

<sup>4</sup>Please include country code.

## G. List of additional supporting documents required to open a merchant account

Supporting documentation is required to complete the application process. More details on what information is required are provided below.

### Address verification for all ultimate beneficial owners (UBOs)

Verification for all such individuals is completed remotely. The below stated document is required for every beneficial owner owning >25% of the company:

		Method
1	Proof of address (such as internet, electricity, water and gas bills or bank statement, not older than 3 months)	Soft copy via email only

For a corporate shareholder owning >25% of the company, we will require additional KYC documentation in order to identify the natural person(s) who has ultimate ownership of the merchant (the UBO).

### Address verification for all directors and authorized signatories

Verification for all such individuals is completed remotely. The below stated document is required for each director and authorised signatory of the company:

		Method
1	Proof of address (such as internet, electricity, water and gas bills or bank statement, not older than 3 months)	Soft copy via email only

### Conditionally required documents

		Method
1	Supplier agreement/s	Soft copy via email only
2	AML and KYC policies	Soft copy via email only
3	Processing statements with an overview over transactions, refunds and chargebacks for the last 6 months (in case of a start-up a business plan is required)	Soft copy via email only
4	PCI documentation including SAQ (Self-Assessment Questionnaire), ASV (Approved Scanning Vendor) scans, AOC (Attestation of compliance) and PCI compliance certificate	Soft copy via email only

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5	Financial statements (based on the risk profile of the merchant, we may request latest merchant's financial statements - balance sheet and P&L)	Soft copy via email only
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Please note that ConnectPay reserves the right to ask for additional documentation at its discretion in order to satisfy its regulatory obligations.

Additional requirements may apply for certain applications, regions, business types, and so on.

## Website requirements

Website/URL checks are performed to ensure that any processing URL is compliant with card scheme best practices. The following items are reviewed on the entire website and specifically on the payment page and purchase process:

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		Method
1	Contact information	The legal name and registered address of the applying company should be clearly visible on the website, e.g. Terms and conditions and/or 'Contact us' section and/or the footer of the website
2	Terms and conditions	Should be clearly described on the website and accepted when opening an account and/or during checkout
3	Policies	Refund/Return policy, Shipping and Return of Goods policies are clearly described, Privacy policy is clearly presented
4	Card logos	Should be clearly visible on the website before or during checkout
5	Proof of domain ownership	The applying company or the UBO must own the domain. The owner of the domain (registrant) should be visible on Who is. If this is not the case, please provide an invoice from the hosting company confirming ownership of the respective URL/s
6	"Billed as" descriptor	Must be clearly displayed during the checkout process

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## H. Data protection and declaration

In relation to the GDPR (General Data Protection Regulation) and other applicable legal acts ConnectPay will process the data provided in this online application and any other data which you subsequently give to us in any manner in order to fulfill the agreements between customer and ConnectPay, for the following purposes:

- To provide, develop or improve our products and services, or otherwise for legitimate business reasons;
- For internal assessment and analysis (e.g. automated profiling, market and product analysis);
- If we are under a duty to disclose or share your data to comply with any legal or regulatory obligation; or to protect our rights, property, or safety of our employees, customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection.

Please note that your personal data may, for the above purposes, also be disclosed to, or shared with, other entities in the ConnectPay group of companies, and other third parties entrusted with providing ConnectPay with due diligence, software development and maintenance, and payment processing services.

ConnectPay may periodically request you to re-confirm the above data, you should inform us immediately if any such data has changed. You have the right to ask us to inform you about the personal data we hold about you, and to request the correction or erasure of that data in accordance with ConnectPay Privacy Policy.

From time to time, we would like to inform you (by post, telephone, fax, e-mail or other electronic means) about our future products and services.

To opt-in to receive such information, please tick this box.

ConnectPay respects your privacy and will not share your personal data with third parties for marketing purpose.

For more information please refer to our [Privacy policy](#).

Please ensure that your application form and supporting documentation is complete and correct.

By submitting this form, you confirm that all information provided is accurate and truthful and you consent to credit and information verification checks being performed.

\_\_\_\_\_  
Authorised signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date