



Online Application Guide

Canadian Process

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Contents

REGISTER FOR A PROFILE	3
1. COUNTRY OF OPERATION	3
2. BUSINESS TRADING INFORMATION	4
3. COMPANY INFORMATION	5
4. BUSINESS OWNER DETAILS	6
5. BANKING DETAILS.....	8
FREQUENTLY ASKED QUESTIONS (FAQ).....	9

Merchant Account Registration

1. Country of operation

2. Business trading information

3. Company information

4. Business owner details

5. Banking details

Register for a Profile

Username (Will be used to access the Back Office):

- Must be from 2 to 64 characters long.
- Can contain both alphabetical and numeric characters.
- Must contain all lowercase characters.
- Can contain the following special characters: period, comma, hyphen, underscore, and parentheses.
For example: merchant_com_24

Password (Will be used to access the Back Office):

- Must be at least 8 characters long.
- Must combine both alphabetical and numeric characters (e.g., J8k9b3p).
- Must contain at least one uppercase and one lowercase character.
- Must contain at least one special character (e.g., ~/i-ÿ~!@#\$\$%^&*(){}`_+,=?;:;.[\/-)

Email Address

This email will receive onboarding notifications from Paysafe

Security Question and Answer:

- Select and answer a security question that will be used later for password retrieval purposes.

1. Country of Operation

Depending on the product/URL configuration (could be: CAN, US or some countries of EU).

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2. Business Trading Information

Legal Name:	<ul style="list-style-type: none"> - This is the legal name of your company (which might differ from your company name) - This is the registered name of your business. - The Legal name can be first and last name when it is a sole proprietorship (as type of business) <p>*Please note, for compliance reasons your Business's Legal Name or Company Name (DBA/ trading Name) is the name that must be appearing on your bank account.</p> <p>**Depending on the business type, only a person who is an authorized signor can apply. If we cannot verify that the person is an authorized signor, we may ask for additional documents from the company confirming they are authorized to submit the application (i.e.: UBO form, Corporate resolution showing the signer is approved).</p>	
Type of Business:	<ul style="list-style-type: none"> - Please select option from drop down menu <p>This is the designation of the company.</p>	
Business description:	<ul style="list-style-type: none"> - Please describe as fully as possible the products and/or services you will be providing 	
	When you process payments, is the customer physically with you and presenting their card?	(Y/N)
	Have you previously accepted credit cards?	(Y/N)
	Do you deliver goods? <ul style="list-style-type: none"> - If yes, select a time frame from drop down menu (this indicates how long it usually takes for you to ship your goods to the customer once they are ordered). 	(Y/N)
	Do you have a refund policy? <ul style="list-style-type: none"> - If yes, describe your refund policy 	(Y/N)
	Do you wish to apply for Visa Debit? <ul style="list-style-type: none"> - Your Visa Debit rate will be the same as your Visa credit card state. 	(Y/N)
	Would you like to apply for an ACH (Direct Debit) account? <ul style="list-style-type: none"> - ACH (Direct Debit) allows your business to request money directly from a customer's bank account. There will be additional fees associated to the Direct Debit account. 	(Y/N)
<p>I represent and warrant that I am the director or trustee of the business filling out this application (director or trustee may differ depending on company designation)</p>		

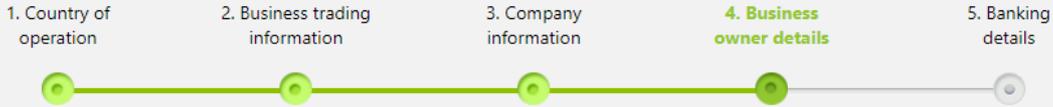
Merchant Account Registration



3. Company Information

Company Name:	<ul style="list-style-type: none"> - This can be either your business legal name, DBA (Doing Business As) name or trading name. *Please note, for compliance reasons your Business's Legal Name or Company Name (DBA/ trading Name) is the name that must be appearing on your bank account.
Your Web Address	
Business Number:	<ul style="list-style-type: none"> - This is the 9-digit business number for your company. Note that this can be your *Charity Registration number/*Non-Profit Registration number if applicable
Currency:	<ul style="list-style-type: none"> - This is the currency in which you will process transactions <ul style="list-style-type: none"> • CAD or USD • Only USD for US
AMEX merchant Number:	<ul style="list-style-type: none"> - Please enter your 10-digit American Express merchant number if you have one (If you don't see this question, your ISV does not process it)
Business Category:	<ul style="list-style-type: none"> - What industry are you in
Average Transaction amount:	<ul style="list-style-type: none"> - Please enter numbers and decimals only – e.g., 25.00.
Annual Processing Amount:	<ul style="list-style-type: none"> - This is the amount that you expect to process each year
Address	<ul style="list-style-type: none"> - Do not enter PO number
City	
Province	
Postal Code	
Customer Service Phone Number:	
Customer Service Email	<ul style="list-style-type: none"> - This email will receive technical notifications from Paysafe
Credit Card Descriptor	
Business Name or web Address: This will show on your customers cc statement	<ul style="list-style-type: none"> - Hard Coded Billing Descriptor to be shown on customer statement - Maximum length for the business name/web address field is 21 characters.
Phone Number: This will show on your customers cc statement	<ul style="list-style-type: none"> - This field must be 10 digits. Do not include spaces or dashes ex. 5143337878

Merchant Account Registration



4. Business Owner Details

*For Charities/Non-Profits/Municipalities this should be one of the Signing Officers, otherwise please use Business owner personal information.

Business Representative details	<ul style="list-style-type: none"> - Please provide your details as a director of the business and the details of each director/trustee <p>*Please note it is very important to provide the correct and real information of the applicant and UBOs (first and last name, date of birth, SSN, phone number, complete residential address) to receive a fast and positive answer to your application.</p> <p>**If the information provided is not accurate, the application may fail or go into manual review. In those instance, we have to request documents or collect updated information, which will add delays in the overall process.</p> <p>***In case of charities/non-profits/government (entities that don't have beneficial ownership), it is also very important for the authorised applicant to provide their own real name, home address, and date of birth. Providing the entity's name, address or false date of birth is not compliant with the regulations as we must check the identity of the applicant, even if they are not the beneficial owner.</p> <ul style="list-style-type: none"> - As mentioned above, providing wrong information will only result in delays on the activation of the account and requests of additional documents.
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Percentage shareholding %	
Applicant	- check off – please select if the information on this page belongs to the applicant. It is necessary to identify one of the business representatives as the applicant.
Country	
First Name	
Middle Name	
Last Name	
Date of Birth (yyyy-mm-dd)	
Position	- Director/trustee

S.I.N:	- Please enter Social Insurance Number of the owner to help better validate your identity for compliance purposes. *For Charities/Non-Profits/Municipalities this field can be left blank.
Driver's License Number	
Phone Number	
Number of years at residence	
Same as company address	- Check off: residential address is the same as the company address
Residential Address	
City	
Province	
Postal Code	
Business Representatives	- Showcases all director/trustees of the business
<p>I represent and warrant that I have provided accurate information with respect to each director/trustee – Check off</p> <p>*Details for any additional business representatives may need to be entered based on the business type.</p> <p>**In case of non-profit entities which generally do not have ownership interests, financial institutions, however, are required to collect beneficial ownership information under an authorized signer for any such entity.</p>	

Merchant Account Registration

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5. **Banking details**

5. Banking Details

In order to be able to receive payments, you must validate your banking information. Once your application is approved, we will make a small deposit to your bank account. When you see the deposit please record the amount, you will need this to verify your bank account information in the merchant back office portal.

Transit Number:	- This is the 5-digit transit number for your business bank account.
Institution ID:	- This is the 3-digit institution ID for your business bank account.
Bank Account Number:	- This is your business bank account number.

Review Application

Merchant Terms and conditions	- I agree to the merchant terms and conditions (check off) - Agree (you can download a copy of the T&Cs for reading)
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We are performing a banking information verification through micro-deposits. If the micro-deposit is not verified, we will ask for a void check or bank letter (signed and stamped by the bank) containing at least: **merchant's legal name** and **address, account number** and **routing number**.

Frequently Asked Questions (FAQ)

1. Why is the account on Hold?

There could be different reasons an account is placed on Hold.

- If an account is conditionally approved pending additional documents/information that we are obliged to collect according to regulations and/or our Acquiring Bank
- If an account is transacting and the Risk team observes activity that can result in losses or other types of damages (reputational, compliance, regulatory, etc.).

2. I entered the wrong legal name in the application, what should I do?

- Please contact our sales support team (salesupport@paysafe.com) and provide the correct legal name of the applying company so we can update our systems.
- Another option would be to withdraw the existing application and reapply with the correct legal name.

3. What checks does Paysafe conduct on applications?

Paysafe works with 3rd party suppliers to verify the information the merchant provides on their application. Basic checks include:

- **KYC**; where we compare the personal details of the individual to information contained in credit file
- **OFAC/PEP**; screening where we check the personal and business information against sanctions and PEP lists
- **KYB**; where we validate the business existence and obtain background checks on the business
- **Micro Validation**; allows us to ensure the bank details provided are valid and accessible by the merchant

4. Why did my account get deferred (manually reviewed)?

During the application process we send the personal details of the applicant and the business details to third party vendors who screen in turn verify and validate those details. Should the information provided during onboarding not match records or get flagged as high risk the application will get sent for manual review.

5. What is Enhanced Due Diligence (EDD) and why does it have to be performed?

As the registered Payment Facilitator Paysafe has an obligation to perform KYC (Know Your Customer) and KYB (Know Your Business) on all sub-merchants. In order to minimize friction at onboarding Paysafe performs basic KYC checks and then relies on enhanced due diligence when sub-merchant accounts reach \$100,000 USD of processing volume over the lifetime of the account, irrespective of card type or currency. The following checks are performed during this process:

- Hard credit check (except charities & non-profit merchants)
- Complete website review
- Bank Account Verification: when/if needed Paysafe will request a void check or bank letter
- Proof of Business Verification: when/if needed Paysafe will request a business license or articles of incorporation

6. What is a Periodic Review and why do we perform them?

As part of our ongoing responsibility to our partnering banks, regulators and card schemes and to ensure robust risk management, Paysafe undertakes periodic reviews of merchants in our merchant portfolio.

- The aim of these reviews is to ensure Paysafe understand our merchants and their associated risk and mitigations.

- The Global Credit Risk team is responsible for this process and all our merchants are subject to the periodic review cycle. Where possible; we will source information from the public domain, but on occasion we may have to request information directly from the merchant. We do this to ensure accuracy of information and thus accuracy of our review.

7. What may we request during a Periodic Review?

We may request answers to a range of different questions or provision of different documentation, but Global Credit Risk will always clearly outline our requirements and the reason behind the request. These requests normal focus on two principal areas:

- **Product Fulfilment** – this is the time frame(s) between a payment being taken and complete delivery of the good(s) service(s). We understand that not all merchants will have exact data, especially if they offer multiple products / delivery methods. In this event we are happy to accept reasonable average estimates of delivery terms.
- **Business Financials** – to complete an adequate review of a merchant the provision of financial information is vital.
 - o While some financial information can be sourced within the public domain, we will often request the latest financials directly from the merchant, with recent being determined as complied within the last 18 months.
 - o Ideally the financial information will be consolidated (and audited where possible) and comprise of at least a Profit & Loss and Balance Sheet (with attributable notes if possible).
 - o Where parental / group financial reporting exists, this should also be provided.

8. What is the difference between Enhanced Due Diligence and Periodic Review?

The purpose of EDD is to complete the KYC and KYB verifications on an account. This is mainly to fulfill compliance requirements so that we know who our customer is and can ensure it is a bona fide business.

- The Periodic Review is based on credit/financial exposure to Paysafe. This review is performed once an account has reached a certain level of exposure, and this review mainly consists of a financial assessment to determine the health of the company.