

UOB MERCHANT APPLICATION FORM



SERVICE APPLIED FOR:

<input type="checkbox"/> Retail	<input type="checkbox"/> Retail IPP	<input type="checkbox"/> Ecommerce	<input type="checkbox"/> Online IPP
<input type="checkbox"/> MOTO	<input type="checkbox"/> Batch Processing	<input type="checkbox"/> Others: _____	

ABOUT YOUR COMPANY:

REGISTERED COMPANY NAME :	ROC REGISTRATION NO: _____
CLASSIFICATION OF ENTITY :	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Private Limited <input type="checkbox"/> Listed Company in _____ <input type="checkbox"/> Society / Club / Association <input type="checkbox"/> Others: _____
DATE OF INCORPORATION : _____ / _____ / _____	COUNTRY OF INCORPORATION : _____
REGISTERED BUSINESS ADDRESS :	Singapore (_____)
DBA (DOING BUSINESS AS) NAME :	_____
Does your DBA Name have a separate ROC Number? If Yes, pls provide the ROC No: _____	
OUTLET ADDRESS (Attach a separate list for more than 1 outlet) :	Singapore (_____)
MAILING ADDRESS (IF DIFFERENT FROM ABOVE) :	Singapore (_____)
OFFICE NUMBER : _____	OUTLET NUMBER : _____
OFFICE OPERATING HOURS : _____	OUTLET OPERATING HOURS : _____
COMPANY'S INTERNET NAME / URL ADDRESS (IF APPLICABLE) :	_____
DO YOU HAVE AN EXISITING BANK ACCOUNT WITH UOB? <input type="checkbox"/> Yes, _____ <input type="checkbox"/> No	

ABOUT YOURSELF:

TITLE : _____	NAME : _____
DESIGNATION : _____	HANDPHONE NO. : _____ OFFICE NO. : _____
EMAIL ADDRESS : _____	

ABOUT YOUR BUSINESS:

NATURE OF BUSINESS AND GOODS / SERVICES SOLD : _____	
COUNTRY OF OPERATIONS : _____	
SOURCE OF FUNDS:	
Source of main revenue :	<input type="checkbox"/> Singapore <input type="checkbox"/> Others, pls specify: _____
Source/origin of incoming funds? (Do not state other banks as the source.) You may tick more than one box	
<input type="checkbox"/> Business Proceeds	<input type="checkbox"/> Commission or Contract Fee <input type="checkbox"/> Services Rendered
<input type="checkbox"/> Return on Investments	<input type="checkbox"/> Others, pls specify: _____
TOTAL ANNUAL SALES (SGD) : _____	CREDIT CARD MONTHLY SALES (SGD) : _____
AVERAGE TICKET / SALE SIZE (SGD) : _____	
NUMBER OF OUTLETS : _____	NUMBER OF EMPLOYEES : _____

EXISTING MERCHANT FACILITY PROVIDER (IF APPLICABLE) : _____

REASON FOR CHANGE OF MERCHANT FACILITY PROVIDER (IF APPLICABLE) : _____

HOW LONG DO YOU TAKE TO DELIVER THE PRODUCTS OR SERVICES TO YOUR CUSTOMERS?

- Products / services are delivered within _____ days.
- All products / services are provided to customers immediately after payment is being made.
- Others: _____

PLEASE SHARE WITH US THE PROFILE OF YOUR CUSTOMERS:

- Locals _____% Corporate _____% Tourists _____% Others _____%

Size of existing customer base: _____

HOW DO YOUR CUSTOMERS MAKE PURCHASES FOR YOUR PRODUCTS / SERVICES:

- At retail outlet / store Mail Order / Telephone Internet Batch Processing
- Roadshows Door to Door sales Others: _____

ARE YOUR CUSTOMERS PRESENT WHEN CREDIT CARD PAYMENT IS BEING MADE?

- Yes No
- Mixture of card present and card not present transactions
 _____% of card present transactions _____% of card not present transactions

IS ANY FORM OF CREDIT CARD INFORMATION BEING COLLECTED AND STORED? IF YES, PLEASE STATE WHAT CREDIT CARD INFORMATION IS BEING COLLECTED AND HOW THE INFORMATION IS BEING STORED:

- Yes Method of information being collected: _____ How information is being stored: _____
- No, we do not collect or store any form of credit card information of our customers.

WHAT ARE YOUR CURRENT CREDIT CARD AND RETURN POLICY PRACTICES?

Please elaborate:

DOES YOUR COMPANY CURRENTLY HAVE POLICIES, STANDARDS AND / OR PRACTICES IN INFORMATION SECURITY?

- Yes, please elaborate: _____
- No

Please indicate if you belong to any of the following:

- Singapore Government Entities
- Foreign Government Entities not from high risk country
- Public-listed companies on a recognized stock exchange (refer to compliance website for the list of recognized stock exchanges)
 Name of Exchange: _____ Country: _____
- Wholly owned by Singapore/Foreign Government not from high risk country or Public-listed company on a recognized stock exchange (refer to compliance website for list of recognized stock exchanges)
- Majority (at least 50%) owned by Singapore/Foreign Government not from high risk country (without non-governmental beneficial owner holding at least 25% each)
- Majority (at least 50%) owned by Public –listed company on a recognized stock exchange (without non-publicly listed beneficial owner holding at least 25% each)
- Financial institutions regulated in a FATF member country (apart from money changers and remitters).
- An investment vehicle where the managers are financial institutions regulated in a FATF member Country.
 Name of Institution: _____

No
 Please proceed to next question.

- I have provided the required supporting documents.

Anticipated Volume and Type of Activity	Transaction Types	Anticipated No. of Transactions per month			Anticipated Amount per month (S\$'000)		
		≤ 20	≥ 20-50	> 50	≤ S\$50	> S\$50-100	> S\$100
	Deposits (including reward remittances)	≤ 20	≥ 20-50	> 50	≤ S\$50	> S\$50-100	> S\$100
Withdrawals (including outward remittances)	≤ 20	≥ 20-50	> 50	≤ S\$50	> S\$50-100	> S\$100	

Principal types of products trading in: _____

FOR RETAIL MERCHANTS ONLY:

IS THERE AVAILABLE IP CONNECTIVITY AND COM PORT WITHIN THE STORE / OUTLET FOR UOB'S USAGE? <input type="checkbox"/> Yes Please state type of IP: <input type="checkbox"/> Dynamic IP <input type="checkbox"/> Static IP <input type="checkbox"/> Static IP Address _____ <input type="checkbox"/> No			
WHAT IS THE BRAND AND MODEL OF YOUR POS CASH REGISTER? POS CASH REGISTER BRAND _____ NAME OF POS CASH REGISTER VENDOR _____ MODEL _____ VENDOR CONTACT DETAILS _____			
DOES YOUR POS CASH REGISTER REQUIRE YOU TO SWIPE CREDIT CARDS TO COMPLETE THE SALES TRANSACTION? <input type="checkbox"/> Yes, details printed: _____ <input type="checkbox"/> No			
SET-UP OF THE SHOP: <input type="checkbox"/> Well furnished <input type="checkbox"/> Moderately furnished <input type="checkbox"/> Poorly furnished <input type="checkbox"/> Under renovation			
SIGNBOARD PRESENT? <input type="checkbox"/> Yes <input type="checkbox"/> No			
FACILITIES TO BE ACCEPTED <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> JCB <input type="checkbox"/> CUP <input type="checkbox"/> DCC <input type="checkbox"/> Amex <input type="checkbox"/> Diners <input type="checkbox"/> NETS <input type="checkbox"/> Others _____ <input type="checkbox"/> IPP (Visa/MasterCard) – Tenures (<i>tick accordingly</i>): ___ 6 MOS ___ 12 MOS ___ 24 MOS			
TOTAL TERMINALS REQUIRED: <input type="checkbox"/> Dial up Wired Terminal: _____ <input type="checkbox"/> Wireless Terminal: _____			
PREFERRED INSTALLATION (Monday-Friday) Date: ___/___/___ Time: <input type="checkbox"/> 9-12pm <input type="checkbox"/> 12-3pm <input type="checkbox"/> 3-5pm			
<u>For Bank Use</u> MEMO: <input type="checkbox"/> NETS TR <input type="checkbox"/> Others: _____			

FOR ECOMMERCE (EC) MERCHANTS ONLY:

DO YOU PERFORM YOUR FULFILLMENT / DELIVERY OVERSEAS?	
<input type="checkbox"/> Yes Countries: _____ <input type="checkbox"/> No	
PROJECTED ANNUAL CHARGEBACK VOLUME	SGD _____
PROJECTED ANNUAL REFUND VOLUME	SGD _____
IS THIS A NEW SALES CHANNEL FOR AN EXISTING BUSINESS OR A NEW PRODUCT / SERVICE THAT YOU WANT TO SELL OVER THE INTERNET?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
IS THE INVENTORY / SERVICE SOLD BY YOUR COMPANY ON CONSIGNMENT OR OWNED BY YOUR COMPANY?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
DO YOU HAVE AN INTERNAL TEAM OF TECHNICAL STAFF DEVELOPING / MANAGING YOUR CURRENT WEBSITE?	
<input type="checkbox"/> Yes Name: _____ Contact No: _____ Email Add: _____ Designation: _____ <input type="checkbox"/> No	
LOCATION OF SERVER:	<input type="checkbox"/> SG <input type="checkbox"/> Others: _____
LOCATION OF FULFILMENT CENTRE:	<input type="checkbox"/> SG <input type="checkbox"/> Others: _____
PAYMENT GATEWAY: _____	<input type="checkbox"/> SG <input type="checkbox"/> Others: _____
Person-In-Charge: _____	Contact No: _____ Email Add: _____
IS YOUR TECHNOLOGICAL ARCHITECTURE COMPLIANT TO THE PAYMENT CARDS INDUSTRY DATA SECURITY STANDARDS (PCI DSS)?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
ARE YOUR CUSTOMERS REQUIRED TO REGISTER ON YOUR WEBSITE BEFORE THEY CAN MAKE PURCHASES?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
DO YOU STORE YOUR CUSTOMERS' CREDIT CARD INFORMATION?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
FACILITIES TO BE ACCEPTED	
<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> JCB <input type="checkbox"/> MOTO <input type="checkbox"/> CUP <input type="checkbox"/> OTHERS: _____ <input type="checkbox"/> Online IPP (Visa/MasterCard) – Tenures (<i>tick accordingly</i>): ___ 6 MOS ___ 12 MOS ___ 24 MOS	
CURRENCY REQUIREMENTS (circle required)	
TRANSACTIONING CURRENCIES	
SGD/ USD/ AUD/ CAD/ NZD/ CHF/ GBP/ YEN/ HKD/ EURO/ MYR/ THB/ RMB/ KRW/ LKR/ NTD/ INR/ PHP/ IDR/ VND/ MOP	
SETTLEMENT CURRENCIES	
SGD/ USD, please discuss with your UOB RM if you require settlement currencies that differs for SGD or USD	
TRANSACTION TYPE:	<input type="checkbox"/> 3DS <input type="checkbox"/> Non-3DS
HOW WOULD YOU LIKE TO PROCESS TRANSACTIONS VIA UOB?	
<input type="checkbox"/> Via CyberSource Merchant Program (CYBS) <input type="checkbox"/> Via MasterCard Internet Gateway Services (MIGS) <input type="checkbox"/> Via Online Terminal Program (CYBS) <input type="checkbox"/> Via Online Terminal Program (MIGS)	
<i>For Bank Use</i>	
MEDIA INPUT: _____	MDR: _____
MEMO: <input type="checkbox"/> 3DS CYBS <input type="checkbox"/> 3DS ENETS <input type="checkbox"/> 3DS MIGS <input type="checkbox"/> CYBS <input type="checkbox"/> ENETS <input type="checkbox"/> MIGS <input type="checkbox"/> Others: _____	
SET-UP TYPE:	<input type="checkbox"/> 2 Party <input type="checkbox"/> 2.5 Party <input type="checkbox"/> 3 Party
OPTIONAL FUNCTIONS:	
<input type="checkbox"/> Advance MA <input type="checkbox"/> Cancel 3 Party <input type="checkbox"/> Card Details in DO <input type="checkbox"/> CSC / CSC Reversal <input type="checkbox"/> 3DS Block <input type="checkbox"/> MerchTxSrc <input type="checkbox"/> Refund <input type="checkbox"/> MSC / VBV <input type="checkbox"/> Others: _____	
PREFERRED SET-UP:	Date: ____/____/____ Time: <input type="checkbox"/> 9-12pm <input type="checkbox"/> 12-3pm <input type="checkbox"/> 3-5pm

Terms And Conditions:

I/We have read, understood, and agree to be bound by the Merchant Agreement [] annexed to this application form (the "Agreement"). The Agreement (and amendments made from time to time) shall apply to the Service(s) which I/we have applied for and which the Bank agrees to provide to me/us from time to time.

I/We warrant that:

- Any information given by me/us on this application form is true, accurate and complete.
- I am/We are the owner(s) or representative(s) of my/our business/company with the authority to make final decisions as they relate to my/our application for UOB Visa/MasterCard/JCB/China Union Pay card merchant acceptance programme.
- I/We acknowledge that UOB reserves the right at its absolute discretion and without incurring any liability to decline my/our application without giving any reason whatsoever for so declining.
- Application must be for business company registered in Singapore.
- Processing of Retail application will take approximately 3 weeks upon receiving full set of completed documents.
- Processing of EC application will take approximately 4-6 weeks upon receiving full set of completed documents.
- UOB will inform merchant of the application status and for approved applications, our RM will establish the final deployment / setup date once the merchant account has been setup.

Documents required:

- Please refer to the checklist provided, and ensure you provide all required documents to prevent any delay in the approval of the merchant account application.

I am submitting this request as an authorized signatory for and on behalf of the Merchant.

AUTHORIZED SIGNATURE

COMPANY STAMP

NAME

DESIGNATION

DATE