

Paysafe Application Instructions for New Canadian Merchants – Card not present

Table of Contents

First Time User.....	3
Business Information	4
Account Information	6
Ownership Information	8
Banking Information	11
Review & Submit.....	12

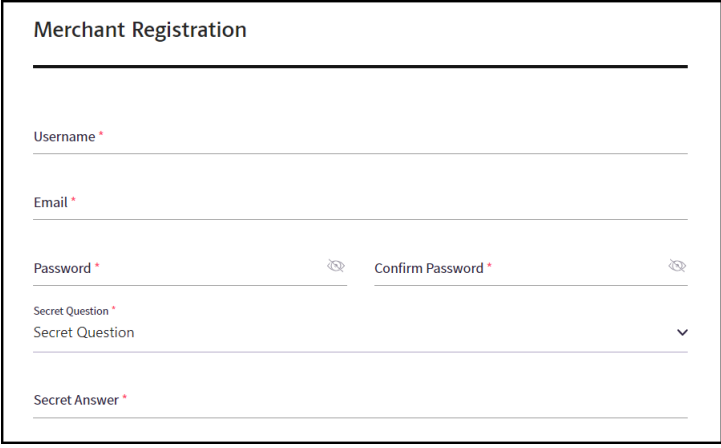
How to Proceed

First Time User

- 1) If you are a first-time user, you will need to create an account to proceed. The login details created there, will also be your Netbanx login details.

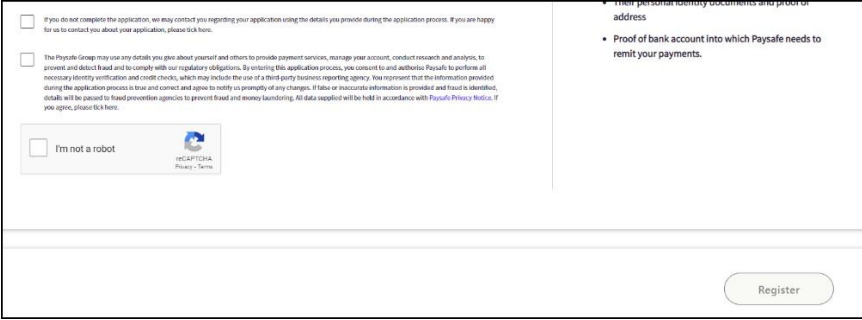
Fields to be completed:

- ◆ Username
- ◆ Email
- ◆ Password
- ◆ Confirm Password
- ◆ Secret Question
- ◆ Secret Answer



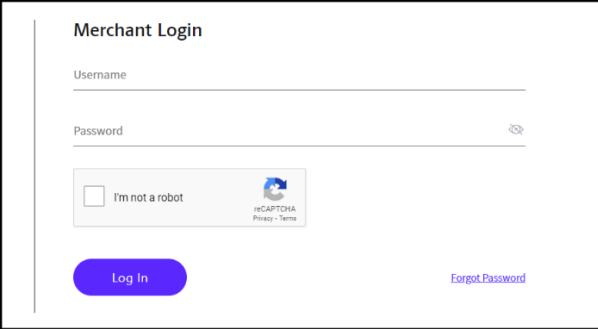
The image shows a 'Merchant Registration' form. It has a title 'Merchant Registration' at the top. Below the title are several input fields: 'Username *', 'Email *', 'Password *' (with an eye icon to toggle visibility), 'Confirm Password *' (with an eye icon), 'Secret Question *' (with a dropdown arrow), and 'Secret Answer *'.

- 2) Once complete, read and check the 3 boxes at the bottom of the page, and click *Register*.



The image shows a section with three checkboxes and their corresponding terms. The first checkbox is for 'If you do not complete the application, we may contact you regarding your application using the details you provide during the application process. If you are happy for us to contact you about your application, please tick here.' The second checkbox is for 'The Paysafe Group may use any details you give about yourself and others to provide payment services, manage your account, conduct research and analysis, to prevent and detect fraud and to comply with our regulatory obligations. By entering this application process, you consent to and authorize Paysafe to perform all necessary identity verification and credit checks, which may include the use of a third-party business reporting agency. You represent that the information provided during the application process is true and correct and agree to notify us promptly of any changes. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. All data supplied will be held in accordance with Paysafe's Privacy Notice. If you agree, please tick here.' The third checkbox is for 'I'm not a robot' with a reCAPTCHA logo. To the right of these checkboxes, there are two bullet points: '• Their personal identity documents and proof of address' and '• Proof of bank account into which Paysafe needs to remit your payments.' At the bottom right of the section is a 'Register' button.

Note: If you have already created an account, click *Login*, and you will be taken directly to the login page.



The image shows a 'Merchant Login' form. It has a title 'Merchant Login' at the top. Below the title are two input fields: 'Username' and 'Password' (with an eye icon to toggle visibility). Below the password field is a checkbox for 'I'm not a robot' with a reCAPTCHA logo. At the bottom left is a blue 'Log In' button. At the bottom right is a link that says 'Forgot Password'.

Business Information

1) Complete the following fields:

- Business Type
- Registered Country
- Business Legal Name

The screenshot shows the Paysafe Business Information form. At the top, there's a purple header with the Paysafe logo and navigation links: 'Contact Us', 'Language' (set to 'EN'), and 'Hello test56090'. Below the header is a progress bar with five steps: 1. Business Information, 2. Account Information, 3. Ownership Information, 4. Banking Information, and 5. Review & Submit. The first step, 'Business Information', is active. It contains a section titled 'Merchant Business Search' with three input fields: 'Business Type' (with a dropdown menu showing 'Charity'), 'Registered Country' (with a dropdown menu showing 'Canada'), and 'Business Legal Name' (with the text 'Test' entered). A blue 'Search' button is located at the bottom right of the form.

2) Click *Search*.

Note: If there is a match for your company information, you can select it, or manually enter your company details by selecting “I DON'T SEE MY BUSINESS LISTED! ADD BUSINESS DETAILS” and clicking *Continue*.

The screenshot shows a 'Company Search Results' dialog box. It has a title bar and a list of search results under the heading 'Select your Business'. The results are: 'Test Partners - RICHMOND', 'Test Company - LONDON', 'TEST COMPANY - LONDON - 00000003', 'Test - LEICESTER', and 'TEST INCORPORATED LIMITED - HARLOW - 07926274'. Below these results is a radio button option labeled 'I DON'T SEE MY BUSINESS LISTED! ADD BUSINESS DETAILS', which is currently selected. At the bottom left is a 'Cancel' button, and at the bottom right is a blue 'Continue' button.

3) When your information has been retrieved, the application will pre-populate. If no information is available or “I DON'T SEE MY BUSINESS LISTED! ADD BUSINESS DETAILS” was selected on the previous screen, then the application will need to be completed manually.

Note: If you need to return to a previous page at any time during the application process, click < *Go A Step Back*.

The screenshot shows a navigation bar at the bottom of the application. It contains two buttons: a light blue button on the left labeled '< Go A Step Back' and a blue button on the right labeled 'Save & Continue >'.

- 4) The Business Information fields will be pre-filled by our third-party vendor. If any fields are not complete, please fill in with the appropriate information. If you need to change any of the information, click on the *Search Again* button.

◆ Merchant Business

Business Information

Merchant Business

SEARCH AGAIN

Business Type *

Charity

▼

Business Legal Name *

Test

Doing Business As (DBA) *

Test

Business Number *

909000000

Note: You may be requested to upload additional information. Click the *Upload* button. Click [here](#) to select the required documentation and once uploaded, click the *Upload* button. If the information is accepted, a green checkmark will appear.

Information

Please upload Articles of Incorporation below.

Upload 

Note: Please upload files in PDF, PNG, JPEG or JPG format. Max file size of 25 MB is allowed.

◆ Business Address

Business Address

Business Address Line 1 *

123 Main St

+

City *

Ottawa

Province *

Province

▼

Country *

Canada

▼

Postal Code *

NOA 1N0

☐ Do you have a different Doing Business As (DBA) Address?

Country Code *

Canada (+1)

▼

Customer Service Telephone Number *

◆ Website Information

Website 1 *

+

Description of products and services *

Business Category *

Business Category

▼

◆ Additional Business Information

Additional Business Information

Base Business Currency *

Select Currency

Average Transaction Amount *

Annual Processing Amount *

Largest Transaction Amount *

Average Refund Days/Period *

◆ Statement Descriptor

If you wish to modify your Statement Descriptor (What your customer's billing statement will display), click on the *Edit* icon and complete the fields that will pop up.

Statement Descriptor

Your customer's billing statement will display the following:
e.g. Trading Name e.g. Phone Number | [Edit](#)

Note: A prefix, such as NBX* or PAY*, may be added to the statement descriptor.

5) Once all fields are complete click *Save & Continue*.

< Go A Step Back

Save & Continue >

Account Information

◆ Payment Methods

- Select your Payment Method. You must choose at least one payment method to proceed through the form.
- If you wish to have Visa & Mastercard debit you must check the box « *Do you wish to apply for Visa and Mastercard debit?* »

Payment Methods

Multiple currencies are supported for certain payment methods. You can pick your choice of currencies you want to trade your products in and currencies you wish to be paid.

Select which payment method(s) you would like to accept *

☒ Credit/Debit Cards

☐ EFT Direct Debit

☒ Credit/Debit Cards

Settlement Currency *

Canadian Dollar

Processing Currency *

Canadian Dollar

☒ Do you wish to apply for Visa and MasterCard Debit?

Allowing VI and MC will enable you to process more card types. Fees for Visa/MC debit cards fall under the same structure as Visa/MC Credit Card fees

◆ Contact Information

Note: You can add multiple contact information such as 'Primary, Technical, Customer Service, Finance' but providing *Primary Contact* information is mandatory.

◆ Primary

Contact Information

✓ Primary *

Technical

Customer Service

Finance

i

The Primary Contact will be the main point of contact on all matters related to your Paysafe account.

First Name *

Sophie

Last Name *

Hosolie

Country Code *

India (+91)

Phone Number *

9090000000

Email *

shikha.swaroop@paysafe.com

◆ Technical

✓ Primary *

Technical

Customer Service

Finance

i

This contact will receive notifications about the events that may affect technical integrations of the account.

☐

Same as primary contact

First Name *

Last Name *

Country Code *

Country Code

Phone Number *

Email *

Clear

◆ Customer Service

Contact Information

✓ Primary *

Technical

Customer Service

Finance

i

This contact will receive communications about your account.

☐

Same as primary contact

First Name *

Last Name *

Country Code *

Country Code

Phone Number *

Email *

Clear

◆ Finance

Contact Information

✓ Primary *

Technical

Customer Service

Finance

ⓘ This contact will receive financial updates of the account.

☐ Same as primary contact

First Name *

Last Name *

Country Code *

Country Code

▼

Phone Number *

Email *

Clear

You also have the option to fill in all the other contact information the same as the Primary Contact information by checking the '*Same as primary contact*' box.



Ownership Information

- 1) Click *+ Add Business Representative*


Business Representative Details

The details of all Ultimate Beneficial Owners (UBOs), having 25% or more shareholding, as well as anyone who exercises control over the applicant business are required.

Owner, Shareholding 80%, Control Prong & Applicant

 Edit |  Delete

Sophie test

 Add Business Representative

- 2) Complete the required fields that appear.

Note: If the Business Representative is also the applicant, enable the *This individual is the applicant* box.

☒ This individual is a Director

☒ This individual is the Applicant

Clear

Save

3) Click **Save**.

The form is titled "Add Business Representative Information". It contains several input fields and checkboxes. On the left side, there is a "Position in Company" field with a "Title" dropdown menu below it. Further down are "First Name" and "Last Name" fields, followed by two toggle switches for "Do you have a Middle Name?" and "Did you ever use a different Last Name?". Below these are "Date of Birth (mm/dd/yyyy)" and "Nationality" dropdowns. The "SSN" field is pre-filled with "123444444". There is a "Country Code" dropdown and a "Phone Number" field. The "Residential Address Line 1" field has a "+" icon to its right. Below the address field are "City", "Country", "ZIP Code", and "County/Province" fields. At the bottom, there are two checkboxes: "This individual is the Control Prong" (checked) and "This individual is the Applicant" (unchecked). A "Clear" link is on the bottom left, and a blue "Save" button is on the bottom right.

4) If you wish to add additional Business Representatives, click “+ *Add Business Representative*”.

This section is titled "Business Representative Details". It contains a paragraph: "The details of all Ultimate Beneficial Owners (UBOs), having 25% or more shareholding, as well as anyone who exercises control over the applicant business are required." Below this, there is a list item: "Owner, Shareholding 80%, Control Prong & Applicant" with "Sophie test" underneath. To the right of the list item are "Edit" and "Delete" links. At the bottom right, there is a blue "+ Add Business Representative" button.


Note: It is possible there will be only one applicant in the application.

5) Enable the box at the bottom of the page confirming the information you provided is true and click *Verify*.

This section contains a confirmation box with a checked checkbox and the text: "I confirm that all the UBOs of 25% or more have been added and that the information given in this form is true, complete and accurate and that where I have provided personal information relating to person(s) other than myself, I have the permission of the person(s) concerned to provide this information." To the right of this text is a partially visible line: "of the UBOs as the applicant." At the bottom, there are two buttons: a light blue "Go A Step Back" button on the left and a blue "Verify" button on the right.

- 6) Once complete, an auto verification will run.

We are now verifying the details provided; this may take up to a minute. Additional documentation may be required.



If the electronic verification (eKYC) fails, you will be required to upload additional documentation.

- 7) Click *Continue*.

Verification Failed

Thank you for your patience, additional documents are required for 1 individual.

Continue

- 8) Enable the Notice confirming that the information is true and click *Continue*.

Notice

☒ I confirm that the information and documentation given in this form is true, complete and accurate and that where I have provided personal information or documentation relating to person(s) other than myself, I have the permission of the person(s) concerned to provide this information and/or documentation.

Continue

- 9) You will then be presented with a page outlining what documentation is required. Click any button that is shown under Upload the below Documents and upload the required documentation.

Action Required


Additional documents are required for each of the following individuals listed. Please provide a copy of their government issued ID proof document for verification purposes.

We may need to contact you using the contact details you have provided in this application process regarding the documents you upload.


Owner

Sophie Hosolie Y0A 1B0, Teslin, Teslin, YT, CA, DOB 05-04-2006

Upload the below Documents

Identity Proof 

Note: If the upload is successful, you will see a green checkmark beside the button.

Identity Proof 

10) Once complete, click *Save & Continue*.

Owner

Sophie Hosolie Y0A 1B0, Teslin, Teslin, YT, CA, DOB 05-04-2006

Upload the below Documents

Identity Proof ✓

Go A Step Back Save & Continue

Banking Information

If a trust bank account is used for credit, the merchant must provide a separate account for debit purposes.

Note: A void cheque or a bank letter will need to be uploaded for verification.

1) Enter the following information:

- ◆ Country
- ◆ Bank Account Number
- ◆ Institution ID (3-digit institution ID from your business bank account)
- ◆ Transit Number (5-digit transit number from your business bank account)

Bank Account

Tell us where to deposit your money

Before you can receive payments from us, we need to verify your bank account.

Settlement Currency - CAD

Processing Currencies: CAD

Payment Methods: CC

Credit Account

Country *
Canada

Bank Account Number *

Institution Id *

Transit Number *

Information
Please Upload a void cheque or bank statement for verification

Upload Document

Your bank account details (e.g. account holder name, address) must match your company details provided to Paysafe.

The settlement currency and your bank account currency must match. If you chose to receive payments in multiple currencies, please select a bank account with a matching currency for each of them.

Credit Account - To ensure smooth and timely payment processing, we need the details of your credit bank account. This account will be used to deposit the funds from your transactions.

Debit Account - To ensure smooth processing of fees, we need the details of a debit bank account. This account will be used to automatically collect the fees associated with your transactions.

2) Upload a void cheque or bank letter.

i
Information

Please Upload a void cheque or bank statement for verification

Upload Document

Once complete, click *Save & Continue*.

Document

Upload Document

Go A Step Back

Save & Continue

Review & Submit

This is the final stage of the Onboarding process, where you will review your Business, Account, Ownership, and Banking information. If you find a mistake, click the *Edit* icon to open the change editor.

Business Information

Edit

Business Legal Name

Test

Doing Business As (DBA)

Test

Business Address

Teslin, Teslin, YT, CA, Y0A 1B0

Doing Business As (DBA) Address

Teslin, Teslin, YT, CA, Y0A 1B0

Website 1

https://www.ewa.com

- 1) Once you are satisfied that the information entered is correct, scroll to the Merchant Terms section of the page to review your Merchant Terms.

Merchant Terms

View Merchant Terms

Merchant Terms

- 2) Once satisfied, scroll to the bottom of the page and Enable/Disable the first tick box and enable the second tick box confirming your acceptance.
- 3) Click *Sign & Submit*. This will take you to the DocuSign page.

☒ From time to time the Paysafe Group - and carefully selected third parties - may want to contact you regarding products and services which may be of interest to you. If you do not wish to receive these communications, please tick here.

☒ By signing and submitting this Merchant Application Form (including any addenda), you confirm that:

- The information you have submitted for this application, including the information on this Merchant Application Form among other things, is true, complete, and correct, and you agree to send us an email as soon as there are any updates;
- The Merchant and the person signing the Agreement on its behalf have the power to execute and perform the Agreement, and the person executing the Agreement is duly authorised to bind the Merchant to all provisions of the Agreement;
- You have read, understood and accept the Terms of the Agreement including the Fee details listed above by clicking the Sign & Submit button;
- You consent to and authorise Paysafe and/or its Affiliates to perform necessary identity verification and credit checks and obtain credit information about your company and/or any of its directors or other officers/principals, which may include the use of a third-party business reporting agency when considering this Application;
- You understand that no legal agreement will be formed and Paysafe will not be legally obliged to provide services to you unless and until a) we accept this Application at our absolute discretion; b) you complete our credit, KYC and verification checks to our satisfaction; and
- You understand that Paysafe reserves the right to a) refuse this Application (without reason and without having to give you reason), or b) proceed with your Application only on special terms, e.g. payment terms and security.

Save & Exit Sign & Submit

4) You can review the entire application before signing at the bottom of the final page.

5) Once signed, click *Finish*.

Required - Signature Applied

Digitally signed by
Sophia Rosalie
DN: cn=Sophia Rosalie, o=IATS, email=Sophia.Rosalie@iats.com

Date: May 9, 2024

IATS Custom Merchant Agreement (Version March 2023) 22

IATS Paysafe Merchant Agt 3 in 1.pdf 22 of 22

FINISH

6) The following page should appear confirming your application has been sent and detailing any final steps.

Paysafe ♦♦

Contact Us Language EN Hello shikhatost29909 | ⏻

Thank you for your application

Keep an eye on your inbox, we'll get back to you shortly. You can also check your [account status](#) at any time by logging in here.