



# **Paysafe Application Instructions for New Canadian Merchants -Card not present**

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## 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

## Merchant Registration

---

Username \*

---

Email \*

---

Password \*

---

Confirm Password \*

---

Secret Question \*

Secret Question

---

Secret Answer \*

---

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

<p><input type="checkbox"/> 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.</p> <p><input type="checkbox"/> 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 authorise Paysafe to perform all such activities. We will not use your personal information for any other purpose without your prior consent. However, if you provide information to us during the application process to fraud and to prevent money laundering. All data supplied will be held in accordance with Paysafe's Privacy Notice. If you agree, please tick here.</p>	<p><input type="checkbox"/> Your personal identity documents and proof of address</p> <p><input type="checkbox"/> Proof of bank account into which Paysafe needs to remit your payments.</p>
<p><input type="checkbox"/> I'm not a robot</p> <div style="text-align: center; margin-top: 10px;">    <small>reCAPTCHA Privacy - Terms</small> </div>	

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

## Merchant Login

Username

---

Password

---

I'm not a robot



reCAPTCHA

Privacy - Terms

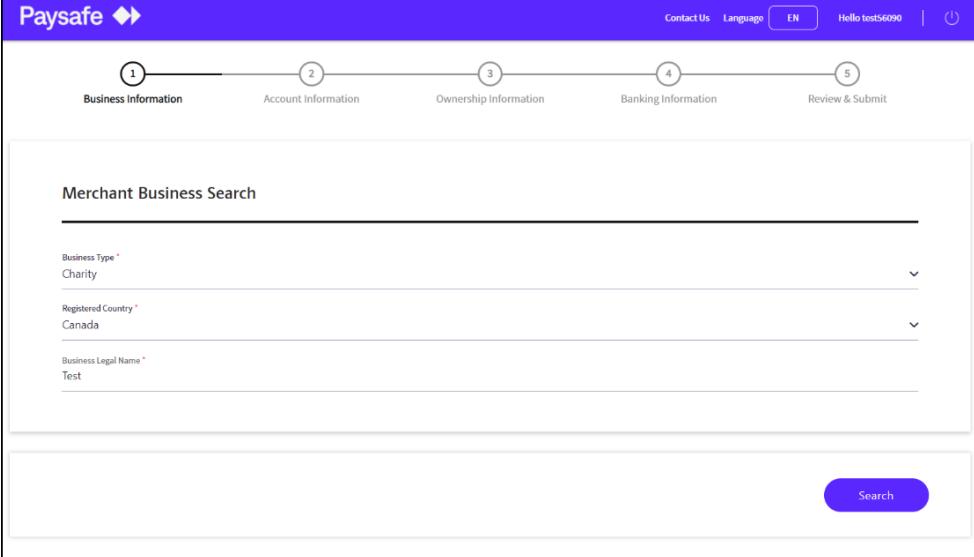
[Log In](#)

[Forgot Password](#)

## Business Information

- 1) Complete the following fields:

- Business Type
- Registered Country
- Business Legal Name



Paysafe ◆

Contact Us Language EN Hello test56090 |

1 Business Information 2 Account Information 3 Ownership Information 4 Banking Information 5 Review & Submit

Merchant Business Search

Business Type \*  
Charity

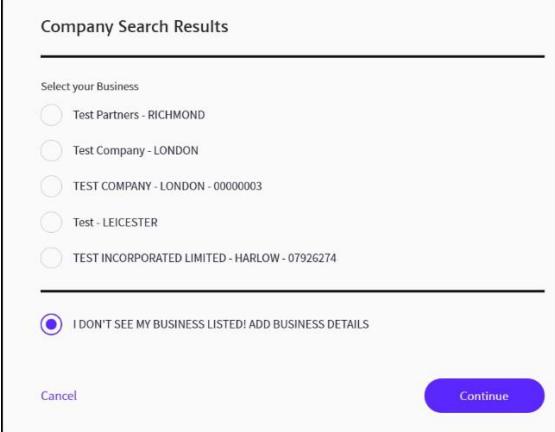
Registered Country \*  
Canada

Business Legal Name \*  
Test

Search

- 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*.



Company Search Results

Select your Business

Test Partners - RICHMOND

Test Company - LONDON

TEST COMPANY - LONDON - 00000003

Test - LEICESTER

TEST INCORPORATED LIMITED - HARLOW - 07926274

I DON'T SEE MY BUSINESS LISTED! ADD BUSINESS DETAILS

Cancel Continue

- 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



< Go A Step Back 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

Business Type \*  
Charity

Business Legal Name \*  
Test

Doing Business As (DBA) \*  
Test

Business Number \*  
909000000

**SEARCH AGAIN**

**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 \*  
N0A 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		
<p> 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.</p> <p>Select which payment method(s) you would like to accept*</p> <table border="1"><tr><td><input checked="" type="checkbox"/>  Credit/Debit Cards</td><td><input type="checkbox"/>  EFT Direct Debit</td></tr></table> <p><input checked="" type="checkbox"/>  Credit/Debit Cards</p> <p>Settlement Currency * Canadian Dollar</p> <p>Processing Currency * Canadian Dollar</p> <p><input checked="" type="checkbox"/> Do you wish to apply for Visa and MasterCard Debit?</p> <p>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</p>	<input checked="" type="checkbox"/>  Credit/Debit Cards	<input type="checkbox"/>  EFT Direct Debit
<input checked="" type="checkbox"/>  Credit/Debit Cards	<input type="checkbox"/>  EFT Direct Debit	

#### ◆ 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 *	Last Name *
Sophie	Hosolie
Country Code *	Phone Number *
India (+91)	9090000000
Email *	
shikha.swaroop@paysafe.com	

#### ◆ Technical

**Contact Information**

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 *	Phone Number *
Country Code	
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 *	Phone Number *
Country Code	
Email *	

**Clear**

## ◆ Finance

### Contact Information

<input checked="" type="checkbox"/> Primary *	Technical	Customer Service	Finance
<p><span style="color: blue;">i</span> This contact will receive financial updates of the account.</p> <p><input type="checkbox"/> Same as primary contact</p>			
First Name *	Last Name *		
Country Code *	Country Code	Phone Number *	
Email *			
<a href="#">Clear</a>			

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	
<p>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.</p> <p>Owner, Shareholding 80%, Control Prong &amp; Applicant</p> <p><a href="#">Edit</a>   <a href="#">Delete</a></p> <p>Sophie test</p> <p><a href="#">+ Add Business Representative</a></p>	

- 2) Complete the required fields that appear.

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

<input checked="" type="checkbox"/> This individual is a Director
<input checked="" type="checkbox"/> This individual is the Applicant
<a href="#">Clear</a>
<a href="#">Save</a>

3) Click Save.

Add Business Representative Information

Position in Company \* Percentage Shareholding

Title

First Name \* Last Name \*

Do you have a Middle Name?

Did you ever use a different Last Name?

Date of Birth (mm/dd/yyyy) \* Select a date

Nationality \* Nationality

SSN \* 123444444

Country Code \* Country Code

Phone Number \*

Residential Address Line 1 \*

City \* ZIP Code \*

Country \* Country

County/Province \*

This individual is the Control Prong

This individual is the Applicant

Clear Save

4) If you wish to add additional Business Representatives, 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

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

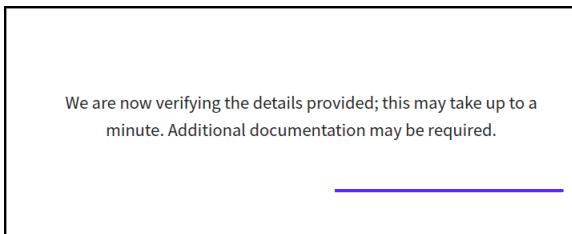
5) Enable the box at the bottom of the page confirming the information you provided is true and click *Verify*.

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.

or the UBOs as the applicant.

< Go A Step Back Verify >

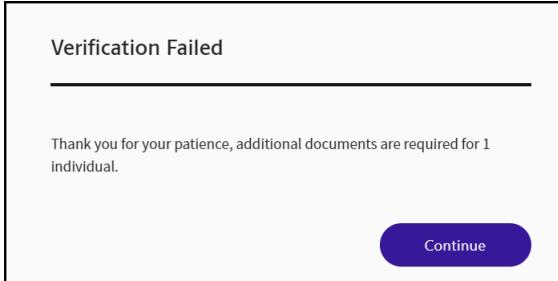
6) Once complete, an auto verification will run.



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*.

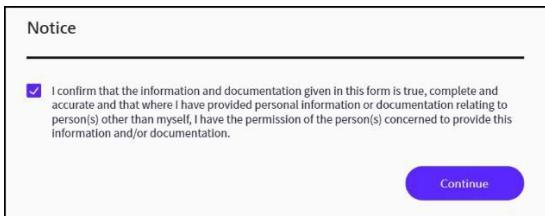


Verification Failed

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*.

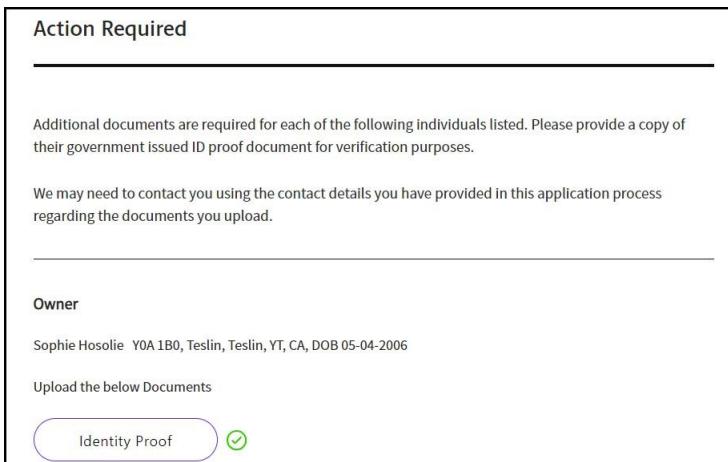


Notice

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, 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 Step Back Save & Continue

## Banking Information

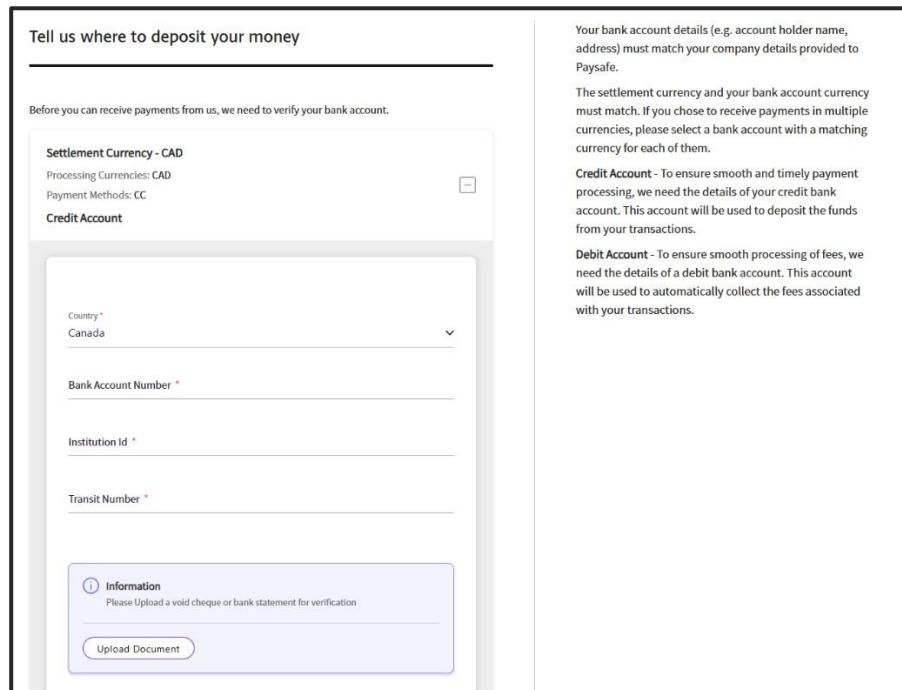
If a trust bank account is used for credit, the merchant must provide a separate account for debit purposes.

**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

2) Upload a void cheque or bank letter.

**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	<a href="https://www.ewa.com">https://www.ewa.com</a>

- 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

- 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.
- 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.

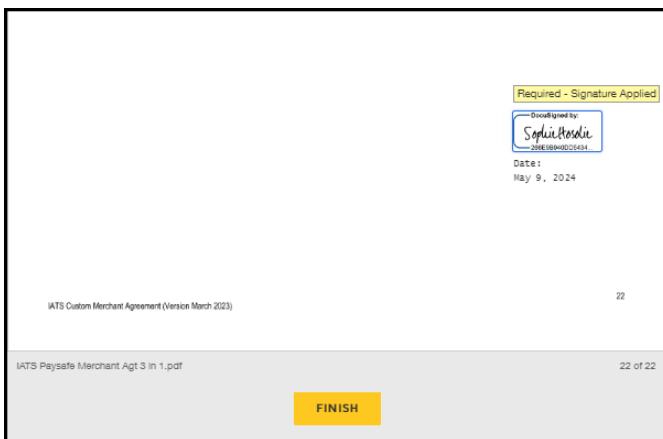
By signing and submitting this Merchant Application Form (including any addenda), you confirm that:

- 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;
- 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*.



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

