



Merchant Sign-Up Guide

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Introduction

Every attempt has been made to provide information that is as specific and consistent as possible. However, in such a dynamic industry it is impossible to anticipate every possible scenario. For that reason, this document may be subject to ongoing review and change by Voice Commerce Group.

Underwriting SLA

The Acceptance Team's Service Level to our Customers:

- All applications supplied with all relevant documentation that are not "higher exposure risk" will be either pre-approved or declined by the Acceptance Team within 1 business day.
- Other applications may take longer to obtain pre-approval or to reach a decline decision for, but in any case, no longer than 2 business days.

As a matter of clarification, this review time frame does not include the time required for enrolment of the Merchant or getting the Merchant live – it purely relates to potential pre-approval time with the underwriter.

Incomplete applications are not covered by this SLA.

Application Process Flow

Within 1 business day of receiving your online application; we will email you requesting some supporting documents by fax/email and subject to these being in order and subject to usual background checks we will provide an account for you within one business day.

Authorised Signatory (Merchant)

Instructions to change Merchant details, including bank details should come **only** from the person who completed the Merchant Application.

The following table explains each type of business structure and who we need to sign our application:

Business Structure	Definition	Required Signee
Sole Trader (Proprietorship)	One person owns all the assets, owes all liabilities, and conducts affairs in his or her own capacity, often under an assumed trade name.	Owner
General Partnership	A partnership in which all partners participate fully in running the business and share equally in profits and losses (though the partners' monetary contributions may vary)	A partner.
Limited Partnership	A partnership composed of one or more persons who control the business and are personally liable for the partnership's debts (called General Partners) and one or more persons who contribute capital and share profits but who cannot manage the business and are liable only for the amount of their contribution (called Limited Partners)	A partner.
Limited Liability Corporation	A company that is characterised by limited liability, management by members or managers, and limitations on ownership transfer	Board Director
Public Limited Company	A corporation whose income is taxed at the corporate level rather than at the shareholder level. Closely held usually indicates a small, closed group of shareholders, such as family members. Publicly held usually indicates shares offered for sale to the general public.	Board Director
Not for Profit, Charity	A corporation organised under special statutes for some purpose other than making a profit (such as charitable or educational purposes, e.g., churches, charities, non-taxable hospitals, etc.)	An authorised representative.
Associations and Clubs	Small groups of people who band together because of a shared interest or activity	An authorised representative.

An authorised representative of the Merchant must agree to the Terms and Conditions. Payment must only be made to an account in the same legal entity name as the Customer.

Changes to Business Details

The following table explains the procedure for changes to Business details.

Change Type	Business Legal Entity Type	What Is Required from the Business
Name	PLC	Copy of Business's "Change of Name Certificate". Business Registration Number must not have changed. If Business Registration Number has changed then a new, separate application is required. If the Business doesn't have a Business Registration Number, then it is not simply a change of name and one of the other options will apply, or a new separate application is required.
	LTD	
	Sole Trader	Letter on Business's letterhead completed by the person(s) that completed the Business agreement. If the majority ownership has changed then a new separate application is required. If the person that we have as authorised signatory has changed please see "Change of Director or other Principal" below in this table.
	Partnership	
	Charity	
	Club, Society, Other, Etc.	
Name and Registered Number	PLC	A new separate application is required as this is classed as a completely new Business.
	LTD	
Liability Status, e.g., Sole Trader to Ltd Company	PLC	A new application is required as this is classed as a completely new Business.
	LTD	
	Sole Trader	
	Partnership	
	Charity	
	Club, Society, Other, Etc.	
Registered Number Only (Same name)	PLC	A new application is required as this is classed as a completely new Business.
	LTD	
Director or other Principal	PLC	Letter on Business's letterhead completed by the person(s) that completed the Business agreement. If the majority ownership has changed then a new separate application is required. If the person who completed the Business agreement has left we need a copy of the Board Minutes authorising the new person(s) to sign and KYC documents for the new authorised signatory.
	LTD	
	Sole Trader	A new application is required as this is classed as a completely new Business.
	Partnership	

	Charity	Letter on Business's letterhead completed by the person(s) that completed the Business agreement. If the majority ownership has changed then a new separate application is required. If the person who completed the Business agreement has left we need a copy of the Board Minutes authorising the new person(s) to sign and KYC documents for the new authorised signatory.
	Club, Society, Other, Etc.	
Address	PLC	Letter on Business's letterhead completed by the person(s) that completed the Business agreement. If the person who completed the Business agreement has left, we need a copy of the Board Minutes authorising the new person(s) to sign and KYC documents for the new authorised signatory.
	LTD	
	Sole Trader	Letter on Business's letterhead completed by the person(s) that completed the Business agreement. If the person who completed the Business agreement has left, a new application is required as this is classed as a completely new Business.
	Partnership	
	Charity	Letter on Business's letterhead completed by the person(s) that completed the Business agreement. If the person who completed the Business agreement has left we need a copy of the Board Minutes authorising the new person(s) to sign and KYC documents for the new authorised signatory.
	Club, Society, Other, Etc.	
Bank Details	PLC	Letter on Business's letterhead completed by the person(s) that completed the Business agreement and a voided cheque or recent bank statement of the new account. If the person who completed the Business agreement has left we need a copy of the Board Minutes authorising the new person(s) to sign and KYC documents for the new authorised signatory.
	LTD	
	Sole Trader	
	Partnership	
	Charity	
	Club, Society, Other, Etc.	

Supported Currencies

As of this date, Voice Commerce Group support the following currencies:

GBP

USD

EUR

CAD

AED

Appendix 1 - Supporting Documentation Checklist (minimum requirements) *

- Certificate of incorporation by the Company Registrar (if your business is a company)
- Copy of a photographic form of ID in your personal name.
- Copy of a recent utility bill or bank account statement in your personal name.
- Copy of a Voided Cheque or Bank Account Statement in the name of the business account and a completed Wire Details form (if payments are to be by Wire) – See Appendix 2.

*We may request other items in certain circumstances i.e. previous processing statements (higher trade accounts), Business Financials (future delivery i.e. Travel) or a copy of your licence (gambling etc).

Appendix 2 – Wire Details Form

WIRE INSTRUCTION FORM	
STORE DETAILS	
Account number: <input type="text"/>	<p><i>This is the account we will be sending funds from. Please complete a separate wire instruction form for each account requiring wire transfers. Note that each account supports exactly one currency; if you accept multiple currencies, then you have multiple merchant accounts, each of which may require a separate wire instruction form.</i></p>
Account name: <input type="text"/>	
Account currency: <input type="text"/>	
INTERMEDIARY BANK	
<p>If your bank tells you that an intermediary bank is required, please complete the following section in its entirety, for the intermediary bank.</p>	
Bank name: <input type="text"/>	<p><i>The intermediary bank is the bank we will be sending funds to, if your bank tells you that an intermediary bank is required. The intermediary bank will forward funds onward to the beneficiary bank for credit to the beneficiary.</i></p>
Bank address: <input type="text"/>	
SWIFT code: <input type="text"/>	
Sort code: <input type="text"/>	
BENEFICIARY BANK	
<p>Please complete the following section in its entirety, for the beneficiary bank.</p>	
Bank name: <input type="text"/>	<p><i>The beneficiary bank is normally the bank of the organisation or individual who uses the merchant account. It is the bank where the beneficiary's account is held. In cases where no intermediary bank is required, this is where we will be sending funds.</i></p>
Bank address: <input type="text"/>	
IBAN code: <input type="text"/>	
Sort code: <input type="text"/>	
SWIFT code: <input type="text"/>	
BENEFICIARY	
<p>Please complete the following section in its entirety, for the beneficiary.</p>	
Beneficiary name: <input type="text"/>	<p><i>The beneficiary must be the organisation or individual who is authorised to use the merchant account.</i></p>
Beneficiary address: <input type="text"/>	
Beneficiary account number: <input type="text"/>	
DECLARATION	
<p>I declare my authority to provide these instructions, and I certify their accuracy.</p>	
<p>Signed _____</p>	
<p>Name</p>	
<p>Business Name</p>	