

MERCHANT QUESTIONNAIRE

FILL IN USING BLOCK CAPITALS!

1. Basic information

1.1. Company name _____

1.2. Brand (DBA) _____ 1.3. Registration number _____

2. Services requested from the Bank

2.1. Acceptance of payment cards	VISA	Mastercard
2.2. E-commerce <i>(check all that apply)</i>	Yes	No
Cyclical (regular) payments	Yes	No
3D secure/ Verified by Visa	Yes	No
MOTO (Mail order/Telephone order) transactions	Yes	No
Input of card data	On the part of the Merchant	On the part of the Partner
2.3. POS Terminals	Yes	No
2.4. BankPay – payment initiation service	Yes	No

3. Information on company products and services

3.1. Brief description of the goods/services sold

3.2. Do you offer futures services to your customers?

No Yes: _____
(Please specify)

3.3. Transaction currency(-ies) _____ Payment currency _____

3.4. Average monthly transaction volume, currency: Current _____ Planned _____

3.5. Average transaction amount, currency _____

Cheapest good/service – amount, currency _____ Most expensive good/service – amount, currency _____

Are there payment/tariff plans in place? No Yes: _____
(Please specify)

3.6. What is the longest term of delivery of goods/services? _____

3.7. Volume _____ and number _____ of chargebacks (___ % of monthly)

3.8. Volume _____ and number _____ of fraudulent transactions (___ % of monthly)

3.9. Have you had any fraud, chargeback or non-compliance cases before?

No Yes: _____
(Please specify)

3.10. Planned buyers by country of residence (%):

___ Latvia ___ EU (except Latvia) ___ CIS ___ US & Canada ___ Asia ___ Other

3.11. Do you provide goods/services using third parties? No Yes

3.12. Current transaction processor (if any) _____

