



**ABOUT YOUR BUSINESS:**

NATURE OF BUSINESS AND GOODS / SERVICES SOLD : \_\_\_\_\_

COUNTRY OF OPERATIONS : \_\_\_\_\_

**SOURCE OF FUNDS:**

Source of main revenue :  Singapore  Others, pls specify: \_\_\_\_\_

Source/origin of incoming funds? (Do not state other banks as the source.) You may tick more than one box

- Business Proceeds                       Commission or Contract Fee                       Services Rendered  
 Return on Investments                       Others, please specify: \_\_\_\_\_

BUSINESS TOTAL ANNUAL SALES (SGD) : \_\_\_\_\_ CREDIT CARD MONTHLY SALES (SGD) : \_\_\_\_\_

AVERAGE TICKET / SALE SIZE (SGD) : \_\_\_\_\_

NUMBER OF OUTLETS : \_\_\_\_\_ NUMBER OF EMPLOYEES : \_\_\_\_\_

**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: \_\_\_\_\_

**FOR RETAIL MERCHANTS ONLY:**

IS YOUR POS CASH REGISTER INTEGRATED?  Yes  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?**

- Yes, details printed: \_\_\_\_\_  
 No

**SET-UP OF THE SHOP:**

- Well furnished                       Moderately furnished                       Poorly furnished                       Under renovation

SIGNBOARD PRESENT?  Yes  No

**SCHEMES REQUIRED**

- Visa     MasterCard     JCB     UPI     WeChat Pay     Alipay  
 Amex\*     Diners\*     NETS\*     Others \_\_\_\_\_

*\* To inform and apply AMEX/DINERS/NETS separately*

**FACILITIES REQUIRED**

- DCC     MOTO     IPP (Visa/MasterCard) – Tenures (tick accordingly):  3 MTH     6 MTH     12 MTH  
 Loyalty - IRR     Loyalty – UOB\$     Others \_\_\_\_\_

**TOTAL TERMINALS REQUIRED^:**

- Wired Terminal – Phone Line: \_\_\_\_\_                       Wireless Terminal (SIM Card): \_\_\_\_\_  
 Wired Terminal – LAN Line: \_\_\_\_\_                       Wireless Terminal (WIFI): \_\_\_\_\_

**IS THERE AVAILABLE IP CONNECTIVITY AND COM PORT WITHIN THE STORE / OUTLET FOR UOB'S USAGE?**

- Yes    Please state type of IP:  Dynamic IP     Static IP     Static IP Address \_\_\_\_\_  
 No

Installation Date^ : \_\_\_\_/\_\_\_\_/\_\_\_\_                      Time^:  9-12pm     12-3pm     3-5pm

^Monday–Friday, excluding PH), at least 3-4 working weeks from submission date & subject to availability, any other cost may be applicable

## RESTRICTED ##

We will require 3-6 working weeks to process your request, upon submission with correct details and sign-off by the Authorized Signatory registered with Merchant Team. Please take note that your request will be rejected if the form is incomplete or wrongly filled.

**FOR ECOMMERCE (EC) MERCHANTS ONLY:**

DO YOU HAVE AN INTERNAL TEAM OF TECHNICAL STAFF DEVELOPING / MANAGING YOUR CURRENT WEBSITE?  
 Yes      Name: \_\_\_\_\_ Contact No: \_\_\_\_\_  
 No      Email Add: \_\_\_\_\_ Designation: \_\_\_\_\_

LOCATION OF FULFILMENT CENTRE:     SG       Others: \_\_\_\_\_

DO YOU PERFORM YOUR FULFILLMENT / DELIVERY OVERSEAS?  
 Yes      LOCATION: \_\_\_\_\_  
 No

IS THE INVENTORY / SERVICE SOLD BY YOUR COMPANY ON CONSIGNMENT OR OWNED BY YOUR COMPANY?  
 Yes       No (GOODS ARE OWNED BY YOUR COMPANY)

LOCATION OF SERVER:       SG       Others: \_\_\_\_\_

LOCATION OF FULFILMENT CENTRE:     SG       Others: \_\_\_\_\_

IS THIS A NEW SALES CHANNEL FOR AN EXISTING BUSINESS OR A NEW PRODUCT / SERVICE THAT YOU WANT TO SELL OVER THE INTERNET?  
 Yes       No

PAYMENT GATEWAY: \_\_\_\_\_  SG       Others: \_\_\_\_\_  
 Person-In-Charge: \_\_\_\_\_ Contact No: \_\_\_\_\_ Email Add: \_\_\_\_\_

IS YOUR TECHNOLOGICAL ARCHITECHTURE COMPLIANT TO THE PAYMENT CARDS INDUSTRY DATA SECURITY STANDARDS (PCI DSS)?  
 Yes       No

DO YOU STORE YOUR CUSTOMERS' CREDIT CARD INFORMATION?  
 Yes       No

ARE YOUR CUSTOMERS REQUIRED TO REGISTER ON YOUR WEBSITE BEFORE THEY CAN MAKE PURCHASES?  
 Yes       No

SCHEMES REQUIRED  
 Visa       MasterCard       JCB       UPI       Others: \_\_\_\_\_

FACILITIES REQUIRED  
 Visa       MasterCard       JCB  
 ONLINE IPP (Visa/MasterCard) – Tenures (*tick accordingly*):       3 MTH       6 MTH       12 MTH  
 CVV Enforced       Tokenisation       Token Sharing  
 Others: \_\_\_\_\_

CURRENCY REQUIREMENTS (TICK REQUIRED)  
 TRANSACTING CURRENCIES (\* Applicable to Airlines only)  
 SGD     USD     MYR     AUD     CAD     NZD     CHF     THB     GBP     JPY  
 HKD     CNY     KRW     LKR     TWD     INR     PHP     IDR     MOP     EUR  
 VND     BHD\*     BRL\*     BND\*     KHR\*     DKK\*     EGP\*     ISK\*     ILS\*     KWD\*  
 MVR\*     MXN\*     MMK\*     NPR\*     PKR\*     PLN\*     QAR\*     RUB\*     SAR\*     ZAR\*  
 NOK\*     SEK\*     AED\*     BDT\*     COP\*     CZK\*     HUF\*     LAK\*     SDG\* (VISA ONLY)

SETTLEMENT CURRENCIES  
 SGD     USD    Please discuss with your UOB RM should you require settlement currencies that differs from SGD or USD

TRANSACTION TYPE:  
 3DS       Non – 3DS       Direct Purchase       Authorisation then Capture

TRANSACTION FREQUENCY (IF APPLICABLE):       Single       Recurring

HOW WOULD YOU LIKE TO PROCESS TRANSACTIONS VIA UOB?  
 Via CyberSource Merchant Program (CYBS)       Via MasterCard Payment Gateway Services (MPGS)  
 Via Online Terminal Program (CYBS)       Via Online Terminal Program (MPGS)

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**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 in all respects.
- 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 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.
- My/our business/company is 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.

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

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DESIGNATION: