Fetch™ GET CASH IN FASTER

Kiwi bank. Business Banking.

Merchant services application form

Please complete this form and return to Kiwibank by post or email at merchantservices@kiwibank.co.nz

1. Product

I wish to apply for?

Fetch (card not present)

- ● Fetch recurring card payments
- ○ Fetch web payments
- ○ Fetch mobile payments
- ○ Fetch invoice payments

EFTPOS (card present)

- ○ EFTPOS (Debit card only)
- ○ EFTPOS: credit, debit and prepaid cards (Visa and MasterCard)

- ○ **DPS – Payment Express**

2. Kiwibank access number

I have an account with Kiwibank

● Yes [ ][ ][ ][ ][ ][ ][ ] ○ No

(Business access number)

3. Business details

Please print your details clearly in CAPITAL letters using a pen

Business name This must be the full legal name of the limited liability company, partnership, trust or the full name of the sole trader

Trading name (Max 22 characters incl. spaces). This will appear on your receipt

GST number

Description of business, industry and stock

Business Address

Building

Street address

Suburb

Town/City | Postcode

Country

Website

Email

Your settlement reports, monthly invoices, and confirmation of direct debit instructions will be sent to this email address.

○ I give permission for this email address to be used for sending me relevant emails about Kiwibank's accounts and services.

4. Business and card transaction information

We'll use this information to build an understanding and profile of your business's transactional activity. That will also enable Kiwibank to make sure you're getting the best out of this service.

Your annual business turnover

$

Percentage of annual turnover in Visa and MasterCard payments %

Average Sale Price $

Percentage of International card transactions %

What percentage of orders have a greater than one day delivery period? %

Average delivery period for NZ sales? days

Average delivery period for International sales? days

Do you charge customers a booking or initial deposit?

○ Yes ○ No

If Yes, what percentage of the sale is charged as a deposit? %

On average, how many days in advance is the deposit charged? days

Will you be accepting Credit Cards by Mail, Phone/Fax or Internet?

○ Mail ○ Phone/Fax ○ Internet

% of Credit Cards by Mail, Phone/Fax or Internet (combined) %

5. Terminal requirements

(If you are applying for an EFTPOS facility.)

How many terminals do you have now?

Do you require any additional or new terminals? ○ Yes ○ No

If yes, number of terminals required

○ Contactless (PayWave and PayPass)

Terminal type (if known)

Terminal ID number (if applying as a Change of Owner. This number can be found on a receipt under Terminal ID.)

Date facility required

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6. Bank account details

Leave blank if Kiwibank account not opened yet

Settlement account This is the account you nominate for all settlements

Account name

Bank name KIWIBANK

Account number 3 8

Account nominated for payment of fees If different from above

Account name

Bank name KIWIBANK

Account number 3 8

continued...

7. Contact information

Nominated administrator(s)

The role of each administrator is to process Fetch transactions and activities on your behalf and to set up and manage authorised persons. You may prefer for this to be yourself or a senior staff member. We may also contact your administrator for any queries.

Primary administrator

First name

Last name

Job title

Work [ ] Mobile [ ]

Email

Secondary administrator

First name

Last name

Job title

Work [ ] Mobile [ ]

Email

Technical contact/Web Developer

It's recommended you nominate a technical contact to assist with more technical enquiries on your behalf. The nominated person could be yourself, one of your administrators or another nominated person.

First name

Last name

Job title

Work [ ] Mobile [ ]

Email

8. Special requirements

If you've got any special requirements, we'd like to hear about them

9. Important terms and conditions

In this application form, 'you' means the legal person, or, if more than one, jointly and severally the legal persons, who own(s) the business named in Section 3 above. By sending this application form to Kiwibank you unconditionally agree (and give your authorisation) that:

- Kiwibank Limited may reject any application by your organisation or business for a Kiwibank product or service for any reason.
- If any of the information in this form is untrue, incorrect or incomplete, and you do not give Kiwibank replacement information, Kiwibank may reject your application or terminate any account, products and/or services that Kiwibank provides you.
- Kiwibank may act on any permissions and consents given in this application form.
- This form does not constitute an offer of any Kiwibank product or service.
- You are all of the owners/trustees/partners (as the case may be) of the organisation or business specified above.

9. Important terms and conditions (cont'd)

- Kiwibank or its authorised agents may give information, including personal information about you to, or collect such information about you from, anyone deemed necessary (including any credit agency, any other account principal, any of Kiwibank's payment processing contractors and agents, and card schemes) for the purposes of opening, operating or maintaining accounts with Kiwibank of which you are an account principal, considering your application and whether to provide you with products and services, providing you with information about Kiwibank's business (and products and services), and providing you with products and services requested.
- The personal information contained in this form is collected, held and may be used by Kiwibank or its authorised agents for the same purposes.
- You have the right to access and correct your personal information.
- If you are an individual, you are 18 years of age or older and are not an undischarged bankrupt or liable under the Insolvency Act 1967 and its amendments.
- All information you have given to Kiwibank is true, correct and complete and not misleading or deceptive.
- If anything changes to make any information in this form untrue, incorrect or incomplete, you will tell Kiwibank and give replacement information as soon as possible.

Sending you documentation by email

You also agree that Kiwibank may send you a Letter of Offer, Kiwibank Merchant Agreement, Fetch Terms and Conditions – Card Payments, 'Avoiding Card Fraud information and Paymark agreement or other documentation relating to merchant services in electronic form to the above email address subject to the following terms:

- You acknowledge that emails are transmitted over the internet which is an unsecure public domain and subject to risk including interception, corruption, non-delivery and mis-delivery.
- No provisions of any documentation received by you are to be added to, deleted or qualified without the prior written consent of Kiwibank.
- Where you comprise two or more persons, you all confirm that forwarding documentation to the above email address will fulfil Kiwibank's obligations to send you documentation.
- Kiwibank cannot guarantee that documentation sent by email will: remain confidential; be free from viruses, worms or Trojans; be free from interference; be delivered in a timely manner or at all.
- Your personal information contained in the documentation and any covering email may be transmitted by email. Also, Kiwibank personnel may contact you to confirm that the email was sent to your email address and for authentication/verification purposes.
- Before opening or using any attachments you must check/scan them using the most recently released version of your anti-virus software.
- Attachments to emails will be in PDF format. You will need to have Acrobat Reader installed to read it. Kiwibank does not warrant that you will be able to read or reproduce any attachments.
- Subject to any applicable law which cannot be excluded and to all provisions implied by statute which cannot be excluded, Kiwibank accepts no responsibility for any loss, damage, cost or expense (whether direct or indirect) incurred by you as a result of documentation being sent by email.

10. What next?

Please send your completed form to:

Kiwibank Limited
Merchant Services
Private Bag 39888
Wellington 5045

or you can scan your form and email it to
merchantservices@kiwibank.co.nz

All applications are subject to Kiwibank Limited's approval process. Once we have received this application, the following will be sent to you:

- Letter of Offer
- Kiwibank Merchant Agreement
- Fetch Terms and Conditions – Card Payments (for Fetch services)
- 'Avoiding Card Fraud' information
- Paymark agreement (for EFTPOS services).

Once the above have been completed, signed and returned by you, we will set up your facility as soon as we can.

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