

Moneybookers Merchant Questionnaire

Section 1 | Merchants details

1.1 Full name of the company as it appears on the relevant company register

1.1.2 Legal form of company

1.1.3 Company registration number

1.2 Number of employees

1.3 Full name of the person who will administer/manage the Moneybookers account

1.4 Address from which the business is operated

1.4 Address where the business is registered if different from above

Please provide the following contact numbers:

1.5.1 Business phone number

1.5.2 Mobile phone number

Section 2 | Company structure and background

2.1 How long has the business been operating? Please indicate any periods of dormancy

2.2 Please describe your core business

2.3 Please list the main countries you sell to

2.4 Please list the full names of the company directors

2.5 Please provide a list of all shareholders of your company, including the percentage owned and their monetary value. e.g. John Smith = 10% €1000

2.6 Provide a detailed explanation of the company structure, indicating any companies linked to it, as well as how the shareholders fit into the structure

2.7 Please indicate the level of fraud management employed by your company (if any)

2.8 Please indicate if local or international regulation applies to your business model

2.9 If you operate other types of business by using our services, please detail them respectively

2.10 Indicate all the URL's that are linked to the business

2.11 Please list any payment processors you currently use (if applicable)

2.12 Monthly turnover for the business, and estimated monthly volume through Moneybookers

2.12.1 Average transaction size for the online business

2.12.2 Value and number of refunds for the past month

2.12.3 Value and number of chargebacks for the past month

Section 3 | Moneybookers merchant verification

Merchants who operate as a separate legal entity, **MUST** have documents which clearly confirm their commercial status. The minimum requirements are therefore:

- Photo ID of Company Representative, in colour, for the name registered on the Account (Passport or National ID or Drivers Licence ONLY). Front and back of any card used for ID verification, or the double page of the passport.
- Proof of Address for the address on the account (business address)(Utility bill or bank statement ONLY, not older than 3 months) Alternatively, a screen shot from the relevant companies house.
- Certificate of Incorporation
- Completed Merchant Questionnaire