



Merchant Services Application Form

This is your application to take up Merchant Services with Stanbic Bank Zimbabwe Limited (**Stanbic Bank, we, us or our**). Your application is made up of five parts (**Agreement**):

1. The Application Form
2. The General terms and conditions (**Service Terms**)
3. The Schedules to the Service Terms
4. The Transaction Type Schedules
5. Merchant Terms and Conditions - Slydepay

We are committed to making our terms and conditions and other important information clear and transparent. Please make sure that you agree only after you have read and understood all the parts of the Agreement which apply to you as they constitute an assumption of risk by you. ***If you do not agree to the terms and conditions of the Agreement, please do not register for the Merchant Services.***

You will only be approved as a Merchant once we have provided you with written confirmation of your merchant identification number/s – ***the signature by you or us of this Application Form does not mean that you are an approved Merchant.***

Please note: we may update these Terms and Conditions from time to time so please keep an eye out for any notices from us regarding any changes, whether through our website, Merchant Online, by email or otherwise.

1. Application Form

| Merchant Information: | | | |
|--------------------------------|--|-----------------|--|
| Registered name | | | |
| Trading name | | | |
| Registration number | | VAT number | |
| Type of business | | | |
| Business address | | | |
| Postal address | | | |
| email address | | | |
| URL | | | |
| Business telephone number | | Website address | |
| Primary contact person | | Cell number | |
| | | Email | |
| Settlement Recipient/ Reporter | | Cell number | |
| | | Email | |
| Full names of owner/director | | | |

| | |
|---------------------------------|--|
| Identity number/passport number | |
| Home address | |
| Full names of owner/director | |
| Identity number/passport number | |
| Home address | |

POS Requirements Details:

| | | | |
|---|--|--------------------------------|--|
| Number of Devices required | | Number of Sites to be deployed | |
| Please provide detailed contact person and addresses per each site where the POS devices should be installed | | | |

Bank details:

| | | | |
|---|--|----------------|--------------------------|
| Bank name | | Branch | |
| Branch Code | | Account Number | |
| Supporting document: proof of bank account | | | <input type="checkbox"/> |

Supporting documents:

Verification of identity
Verification of address

| | |
|-------------------------------------|--------------------------|
| For individuals | <input type="checkbox"/> |
| For partnerships | <input type="checkbox"/> |
| For companies or close corporations | <input type="checkbox"/> |
| For trusts | <input type="checkbox"/> |
| For other legal entities | <input type="checkbox"/> |

Transaction types:

| | | | | | |
|-----------------|---|--|--|--|--|
| Card | ✓ | | | | |
| Mobile Money | ✓ | | | | |
| Stanbic Account | ✓ | | | | |

Card types:

| | | | | | |
|---------------|---|------------------------|---|-------------|---|
| MasterCard | ✓ | Maestro | ✓ | VISA | ✓ |
| VISA Electron | ✓ | UnionPay International | ✓ | Diners Club | X |
| Zimswitch | ✓ | Petrol/Fleet | X | | |

2. General Terms and Conditions

You agree that by ticking the box saying that you understand the applicable terms and conditions, we will deem you to be bound by such terms and conditions. You acknowledge that we may update any of our terms and conditions from time to time.

If we enable you for any of the below, you accept and assume the increased risk that such Transactions can be Charged back to you and you agree and acknowledge that you are fully liable for such Transactions and associated Chargebacks.

By using our Merchant Services, you agree to our latest terms and conditions, which you may request from us at any time or access and review at our website www.stanbicbank.co.zw

| | | | | |
|----------------------|----------------------|--|--------------------------|-------------------|
| Service Terms | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
|----------------------|----------------------|--|--------------------------|-------------------|

| | | | | |
|--|----------------------|--|--------------------------|-------------------|
| Cashback | [please insert date] | I agree that I accept the risk that such Transaction can be Charged back to me | <input type="checkbox"/> | _____ Initials |
| Offline Transactions or Manual Card Entry | [please insert date] | I agree that I accept the risk that such Transaction can be Charged back to me | <input type="checkbox"/> | _____ Initials |
| Telephonic Authorisations | [please insert date] | I agree that I accept the risk that such Transaction can be Charged back to me | <input type="checkbox"/> | _____ Initials |
| Pre-Authorisations | [please insert date] | I agree that I accept the risk that such Transaction can be Charged back to me | <input type="checkbox"/> | _____ Initials |
| Fall back (as defined in the Terms) | [please insert date] | I agree that I accept the risk that such Transaction can be Charged back to me | <input type="checkbox"/> | _____ Initials |

| 3. Schedules to General Terms and Conditions | | | | |
|---|--|--|--------------------------|-------------------|
| Equipment rental Schedule | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
| 4. Transaction Type Schedules | | | | |
| POS Transaction | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
| Slydepay Transaction | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
| E-commerce Transaction | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
| MOTO Transaction | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
| Other:..... | [please insert date] | I agree that I have read and understood the terms and conditions | <input type="checkbox"/> | _____ Initials |
| | | | | |
| Fees: | | | | |
| Cards | Merchant Commission | | | |
| | POS Transactions | | | |
| MasterCard/Visa Debit Card | __2.5% (excl. VAT) | | <input type="checkbox"/> | _____ Initials |
| MasterCard/Visa Credit Card | __2.5% (excl. VAT) | | <input type="checkbox"/> | _____ Initials |
| Zimswitch Debit Card | __1.0% (excl. VAT) | | <input type="checkbox"/> | _____ Initials |
| Slydepay Wallet | __1.0% (excl. VAT) | | <input type="checkbox"/> | _____ Initials |
| Stanbic Account | __1.0% (excl. VAT) | | <input type="checkbox"/> | _____ Initials |
| Projected Annual Turnover (POS Transactions) | ZWL _____ for the year ending 20__ | | | |
| Replacement value | Standalone POS device | USD_500 _____ (excl. VAT) | <input type="checkbox"/> | _____ Initials |
| Chargeback fee | USD 25,00 (excl. VAT) per charge back | | <input type="checkbox"/> | _____ Initials |

Thus done and signed at on

For: **The Merchant to Sign**

who warrants that they are duly authorised thereto

Full Name and Signature:

Thus done and signed at on

Witness

Witness

Signature and print name

Signature and print name

For: **Stanbic Bank Office Use**

who warrants that they are duly authorised thereto

Full Name and signature:

For Stanbic Bank office use

Business Line:

Site Visit:

Prepared:

Checked:

Authorized: