

Business partners' terms and conditions

# Payment agents

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# Payment agents

Here you will find the terms and conditions that relate specifically to our payment agents. These terms and conditions should be read in conjunction with the [General terms of use for our business partners](#).

## 1. Provision of services

- 1.1. You may provide your services (the “Provided Services”) to any of our clients who want to deposit or withdraw money through the Provided Services and want to use payment methods that are different from [the options listed](#) on our website.
- 1.2. When a client deposits funds with us through the Provided Services, the process must take place in accordance with the following steps:
  - 1.2.1. The client deposits funds with you, using e-payments or bank wire transfers.
  - 1.2.2. You receive the deposited amount and make an equal deposit of funds into your Deriv account.
  - 1.2.3. You transfer the deposited amount from your Deriv account to the client’s Deriv account.
- 1.3. When a client makes a withdrawal through the Provided Services, the process must take place in accordance with the following steps:
  - 1.3.1. The client requests a withdrawal of funds from his or her Deriv account.
  - 1.3.2. We automatically transfer the requested withdrawal sum from the client’s Deriv account into your Deriv account. If for any reason, the client’s account requires authentication, the withdrawal request shall not proceed until the required authentication process is completed.
  - 1.3.3. You transfer the requested withdrawal amount to the client.
- 1.4. If any dispute or potential dispute is caused by any such deposits or withdrawals or arises in connection to them, we shall not be liable to you, the client, or any other person.
- 1.5. The Terms prohibit you from offering the Provided Services to clients who live in the Restricted Countries listed in [General terms of use](#). The list of Restricted Countries might change from time to time.

## 2. Onboarding policy

- 2.1. You understand that in your application, you should include the following information:
  - 2.1.1. Name, email address, and contact number
  - 2.1.2. Website URL (if applicable)
  - 2.1.3. A list of accepted payment methods
  - 2.1.4. The commissions to be charged on deposits and withdrawals
  - 2.1.5. Any other information we request from time to timeThis information shall be submitted to [vip@deriv.com](mailto:vip@deriv.com).
- 2.2. If your application is accepted, you agree that the information you provide (including but not limited to your name, address, website URL (if applicable), email address, telephone number, commission rates and preferred methods of payment) may be disclosed on our website(s).

### **3. Your obligations**

- 3.1. You shall perform due diligence on your clients. We may ask you at any time to provide any or all information and documentation related to your clients, for the purposes of any Anti Money Laundering or Counter Terrorism Financing laws, regulations, or rules that we are subject to.
- 3.2. You must ensure that any funds deposited to your Deriv account in relation to any client deposits or withdrawals that a client makes through you (as described under Provision of Services above), are transferred to the correct Deriv account for that client.

