

MERCHANT QUESTIONNAIRE

SECTION 1: COMPANY INFORMATION

Company Name:					
Merchant URL(s) (Website):					
Date of Incorporation/Reg:					
Company Incorporation/Reg Number:					
Country of Incorporation:					
Company Email:					
Contact Person Full Name:					
Contact Person Telephone Number:					
Contact Person Email:					
Business Description/Industry: (e.g., e-commerce, gaming, financial services, etc.)					
Company Source of Funds and Wealth: (e.g., revenue, investments, loans, etc.)					
Purpose and Intended Nature of Business Relationship with Us: (e.g., payment processing, settlement services, etc.)					
Are the Activities of the Company Subject to Licensing? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes: License Number, Type, and Jurisdiction:					
Bank Name & Jurisdiction:					
BIC/SWIFT Code:					
Target Countries of Business: (Percentage of Operations)	EU: __%	LATAM: __%	ASIA: __%	CIS: __%	OTHER (PLEASE SPECIFY) %: _____
List Top 5 Countries of Operation:					
Previously Used Payment Gateways (if applicable): (Name and duration of use)					

SECTION 2: ULTIMATE BENEFICIAL OWNER (UBO) INFORMATION

(Provide details of all individuals owning or controlling 25% or more of the company, directly or indirectly.)

UBO 1:

Full Name:	
Nationality:	
Date of Birth:	
Residential Address:	
Percentage of Ownership:	
Source of Funds and Wealth: (e.g., salary, investments, inheritance, etc.)	
Politically Exposed Person (PEP):	Status: <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, provide details)

UBO 2:

Full Name:	
Nationality:	
Date of Birth:	
Residential Address:	
Percentage of Ownership:	
Source of Funds and Wealth: (e.g., salary, investments, inheritance, etc.)	
Politically Exposed Person (PEP)	Status: <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, provide details)

UBO 2:

Full Name:	
Nationality:	
Date of Birth:	
Residential Address:	
Percentage of Ownership:	
Source of Funds and Wealth: (e.g., salary, investments, inheritance, etc.)	
Politically Exposed Person (PEP)	Status: <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, provide details)

Additional UBOs: (Attach additional sheets if necessary)

SECTION 3: PAYMENT AND PROCESSING INFORMATION

Required Currencies:	KES []		
	USD []		
	EUR []		
	GBP []		
	Other (Specify): _____		
Expected Monthly Transaction Volume:	Amount (in USD equivalent):		
	Number of Transactions:		
Average Transaction Size: (in USD equivalent)			
Payment Methods to be Supported:	Credit/Debit Cards	Mobile Money (MoMo)	Other (Specify):
	[] Yes [] No	[] Yes [] No	_____
Chargeback/Refund Rate: (Percentage from previous operations)			

SECTION 4: SETTLEMENT BANK DETAILS

(Provide details of all settlement accounts.)

Bank 1:	
	Name of Bank:
	SWIFT Code:
	Jurisdiction:
	Settlement Currency:

Bank 2 (if applicable):	
	Name of Bank:
	SWIFT Code:
	Jurisdiction:
	Settlement Currency:

Additional Banks (if applicable): *(Attach details)*

SECTION 5: COMPLIANCE AND RISK MANAGEMENT

Does the Company Have an AML/KYC Policy in Place?	<input type="checkbox"/> Yes (<i>Attach copy</i>)
	<input type="checkbox"/> No
Compliance Officer Details:	Full Name:
	Telephone Number:
	Email:
History of Regulatory Actions or Fines:	<input type="checkbox"/> Yes (Provide details)
	<input type="checkbox"/> No
Where Did You Hear About Us? (e.g., referral, online search, event)	
Introducer Person/Company: (if applicable)	Name:
	Position:
	Date:
	Signature:

SECTION 6: DECLARATION OF HONOUR REGARDING POLITICALLY EXPOSED PERSONS (PEPs)

I hereby declare that there is no politically exposed person within the beneficial owners of the company, its management, or its compliance department, therefore none of the following:

‘Politically exposed persons’ means natural persons who are or have been entrusted with prominent public functions and immediate family members, or persons known to be close associates, of such persons.

1. ‘Natural persons who are or have been entrusted with prominent public functions’ shall include the following:

- a) heads of State, heads of government, ministers, and deputy or assistant ministers;
- b) members of parliaments;
- c) members of supreme courts, constitutional courts or of other high-level judicial bodies whose decisions are not subject to further appeal, except in exceptional circumstances;
- d) members of courts of auditors or of the boards of central banks;
- e) ambassadors, chargés d’affaires, and high-ranking officers in the armed forces;
- f) (f) members of the administrative, management, or supervisory bodies of State-owned enterprises.

None of the categories set out in points (a) to (f) of the first subparagraph shall be understood as covering middle-ranking or more junior officials.

The categories set out in points (a) to (e) of the first subparagraph shall, where applicable, include positions at Community and international level.

2. ‘Immediate family members’ shall include the following:

- a) the spouse;
- b) any partner considered by national law as equivalent to the spouse;
- c) the children and their spouses or partners;
- d) the parents.

3. ‘Persons known to be close associates’ shall include the following:

- a. any natural person who is known to have joint beneficial ownership of legal entities or legal arrangements, or any other close business relations, with a person referred to in paragraph 1;
- b. any natural person who has sole beneficial ownership of a legal entity or legal arrangement which is known to have been set up for the benefit de facto of the person referred to in paragraph 1.

4. Without prejudice to the application, on a risk-sensitive basis, of enhanced customer due diligence measures, such persons are still considered as politically exposed persons during one year after they have ceased to be entrusted with a prominent public function within the meaning of paragraph 1.

Date: _____

Company name: _____

Position: _____

Name of signatory: _____

Signature and company stamp _____

SECTION 7: DOCUMENT REQUIREMENTS CHECKLIST

(Please submit the following documents with this questionnaire.)

1. Certificate of Incorporation/Registration
2. Memorandum and Articles of Association or its equivalent (CR 2) For Partnerships- Partnership Deed, N/A for Sole Proprietorship
3. CR 12 (equivalent of Register of Members/Shareholders; and Directors) (not older than 6 months from the time of onboarding) N/A for Sole Proprietorship and Partnerships
4. Copy of Kenya Revenue Authority PIN certificate
5. Bank statements for the last 3 months or Crossed Cheque, where it is a new account, bank reference letter
6. Directors' passport/ID copies (must be coloured) For Partnerships partners' passport/ID copies, For Sole Proprietorship, proprietor's ID/passport
7. Shareholders' passport/ID copies (must be coloured)
8. Website and Applicable IP addresses (for whitelisting)
9. Proof of Domain (where applicable)
10. Proof of address for the director and the company (utility bill or bank statement dated within the last three months)

Notes for Submission:

- All documents must be legible and in English (or accompanied by a certified translation).
- Incomplete submissions may delay onboarding.