DSBC
Financial Group

MERCHANT QUESTIONNAIRE FORM

Section 1: Company Information		
1	Please State your Business Registration Company Name	
2	Please provide your Business Registration Number	
3	What is your company's paid up capital	
4	Is this company a wholly owned company or a subsidiary?	
5	What types of products / services are you selling?	
6	Is this a new sales channel for an existing business or a new product/service that you want to sell over the internet?	
7	Do you perform your fulfillment / delivery overseas?	
8	How large is your existing customer base?	
9	Who are your target customers?	
10	Are they required to register on your website before they can make purchases?	
11	Do you have a prior/current relationship with another acquiring bank? If so, which bank?	
12	Is the inventory / service sold by your company on consignment or owned by your company?	
Section 2: Operational Statistics		
13	Please state the following in a Cards Not Present (Cardholder is not present during transaction)	
14	Percentage of your Monthly total Sales by Credit/Debit Card	
15	Projected Sales Volume on a Monthly basis	
16	Projected Number of Monthly Transactions	
17	What is your current method of processing orders?	☐ Mail Order / Telephone Order ☐ Internet Order ☐ Walk-Ins
18	Projected Annual Chargeback Percentage	
19	Projected Annual Refund Percentage	

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Website: www.dsbcf.com | Internet Banking: www.dsbcnet.com

Section 3: Service		
20	Which service would you prefer?	☐ Checkout Payment ☐ Virtual Terminal ☐ mPOS machine ☐ Others:
21	Please state your Transacting Currencies requirements	☐ USD ☐ EUR ☐ Others:
22	Please state your Settlement Currencies requirements	☐ USD ☐ EUR ☐ Others:
23	Please state your current Refund Policy practices	
Section 4: Technical Information		
24	Do you have an existing Corporate Website? What is the URL?	
25	If you have a website, does your website allow payments to be processed via Credit/Debit Cards?	
26	Do you have an internal team of technical staff developing / managing your current website?	
27	Does your company have policies, standards and practices on Information Security? If yes, please state such policies, standards and practices	
28	Is your technological architecture compliant to the Payment Cards Industry Data Security Standards (PCI DSS)	
29	Which program language do you apply in your website? (Tick where appropriate)	☐ PHP ☐ Java/JSP ☐ C#.net ☐ VB.net ☐ ASP classic ☐ Others:
30	What is your preferred below-the-line communication? (Tick where appropriate)	☐ Directly communicate ☐ E-mall ☐ Others: (Amazone, Shoptify, Ebay, Alibaba)

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31	What is the technology framework you use? (Tick where appropriate)	☐ WHMCS ☐ Joomla ☐ CSCard ☐ Drupal ☐ Magento ☐ Zencart ☐ Wordpress ☐ OpenCart ☐ Others:

Section 5: Your Market Segment & End-Users

32	What is the profile of your target audience? (Tick where appropriate)	Gender	☐ Male	☐ Female		
		Age	From		To	
		Core Segment				

Thank you for filling up the Questionnaire. We would like to inform you that the 1st phase of due diligencetakes about 5 to 7 working days. We will contact you once the process has been completed and will discuss with you in further details on the possible solution that can meet your business requirement.

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