ZynlePay

MERCHANT AGREEMENT FORM

(form 3)

PART A) BUSINESS DETAILS:

Company DBA (doing business as) / Trading name:

Legal business name:	Email address:
Tax ID number:	Date of Incorporation (DD/MM/YY):
Business telephone number:	Customer service phone number:
Physical address:	
Postal address:	
Web site address(s)	

list all that we will process for and that you market through, attach a separate sheet if necessary

Business Type…………………………………………………………………………………………………..

Ownership: Please list the two owners with the largest share of ownership:

Principal Owner 1 :………………………………………………………………………………………..
Business Address :……………………………………………………………………………………….
Passport/NRC………………………………………………………………………………………….
Owership : ………………………………………………………………………………………………..
Nationality: ………………………………………………………………………………………………...
Email : …………………………………………………………………………………………………

Principal Owner 2:………………………………………………………………………………………:
Business Address :……………………………………………………………………………………….
Passport/NRC………………………………………………………………………………………….
Owership : ………………………………………………………………………………………………..
Nationality: ……………………………………………………………………………………………….
Email : …………………………………………………………………………………………………

Service Requested (Tick) :

(1) Application programming interface
(2) ZynlePay Portal
(3) Virtual Terminal

Transactions:

Estimated monthly volume : …………………………………………………………………..

Average credit card sale amount :……………………………………………………………………

Transaction Currency :…USD, ZMW , SA , GBP   (tick one)

Bank Details :

Name : ……………………………………………………………………………………………..

Account Number : ………………………………………………………………………………………

Branch : …………………………………………………………………………………………..

Sort Code : ……………………………………………………………………………………….

Swift Code : ……………………………………………………………………………………….

PART B) IMPORTANT NOTICE:

All information contained in this application has been completed or supplied by all contracting parties. Merchant accepts all contractual aspects of the Agreement. Merchant understands that this Agreement shall not take effect until accepted and signed by **Zynle technologies Limited**. The Undersigned authorizes **Zynle technologies Limited** to obtain credit and reference information, as it may require and deem appropriate, concerning the statements made within this Application, and agrees that this Application shall remain **Zynle technologies Limited** property, whether approved or not. By signing below I certify all information is true and correct and that I am personally guaranteeing all obligations set forth in this agreement. Merchant's signature acknowledges the receipt of the Terms and Conditions, and agrees to those terms, conditions, rules, regulations, and operating guidelines.

I/We hereby authorize **Zynle technologies Limited** to conduct various background checks including but not limited to the activities of the company, its principle shareholders and officers from any source as **Zynle technologies Limited** deems necessary or advisable. This authorization includes but is not limited to reports and/or information obtained from law enforcement, governmental agencies, criminal and/or civil databases and other sources of information both locally and internationally. I/We accept that **Zynle technologies Limited** reserves the sole and exclusive right to decline our application regardless of the outcome of the background checks. I/We hereby release **Zynle technologies Limited** from any liability arising from conducting and obtaining information from the investigations.

I/We hereby confirm that all information provided to **Zynle technologies Limited** is truthful and I have not attempted to withhold any information that could be material in the decision making process of **Zynle technologies Limited**.

When you stop processing with us, it is customary for us to hold your final payout(s) until such time that we

can determine that all goods were shipped/ services were rendered and authorized by the cardholders.

I/We accept that filling out this application does not guarantee acceptance into **Zynle technologies Limited**'s merchant portfolio and further accept that **Zynle technologies Limited** reserves the sole and exclusive right to decline our application.

PART C) ACCOUNT TERMS:

The merchant must understand that we will be closely monitoring:

1. Decline rates
2. Refund rates
3. High incidence of customer complaints
4. Chargebacks

➢ New clients have no limit on voids of pre-authorizations.
➢ Refunds are limited to 5% of total captured transactions. I
➢ f refunds exceed 5% of total transactions there may be a charge.

Acceptable chargeback levels are 5% of processing. Anything over that rate will incur penalties and potentially cause the account to be suspected. After which time, the balance in the account less chargebacks, penalties and fees will be returned. If chargebacks exceed 5% there will be a ZWM 500 penalty assessed. If chargebacks exceeding 6.5% an additional ZMW 1,000 penalty is assessed and exceeding 7% an additional ZMW 1,000 penalty is assessed.

PART D) PAYOUT SCHEDULE:

Subject to the terms of this Agreement, Zynle Technologies Limited will send to your Bank Account all amounts due to you from your Transactions, minus any fees, Reversals, Invalidated Payments, Chargebacks, Refunds or other amounts that you owe to Zynle Technologies Limited under this Agreement. Upon Zynle Technologies Limited's request, you agree to provide Zynle Technologies Limited with all necessary bank account routing and related information.

We settle every Wednesday to all merchants due more than ZMW 3,900. DAILY settlement (5 times per week) is available after the first 30 days on volume over ZMW 50,000. Keep in mind you will be paid out on a 4 day delay from the end of the processing week.

All merchants must put the **Zynle technologies Limited** details for customers to clearly see who they will be billed by on payment pages – **Zynle technologies Limited** technical team will send you details. This must be done prior to your first payout.

Merchant Payment Rates
One Time setup fee: 15,000 ZMW
Integration   7,500 ZMW

Commission on transaction	5%

New Account Process

1. Completely fill in fields in this document
2. Attache the following documentation

   a) Certificate of incorporation
   b) Tax Clearance
   c) Work or Business permit if business promoter is/are non-Zambian
   d) Copy of NRC or Passport of a business representative

2. Your account will be setup within 5 business days.

PART E) ORGANIZATION NAME:

_____

BY: _____
Merchant Signature (Authorized person, Owner/Principal)

DATED: _____