



Merchant's Name : _____

SUBMISSION CHECKLIST

1) ID DOCUMENTS

- i) Photocopy of coloured MyKad (both sides) and/or copy of Passport (if foreigner) and/or MyPR (if Permanent Residence) for director / owner / partner/authorized person who signed the application form

2) BANK STATEMENT

- i) **Latest three-month** full bank statement
- ii) Any documents that contains the account holder name, account number, address and bank's identity e.g. bank statement or online banking record; or
- iii) For newly opened bank account, bank's confirmation letter on account opening

3) PHOTOGRAPH

The photographs of merchant outlet/shop taken by Sales Officer/Agent must, at the minimum, contain the following information

- i) Signboard of the merchant outlet/shop
- ii) Merchant outlet/shop's external appearance (with visible unit number)
- iii) Internal setups of merchant outlet/shop
- iv) The neighbourhood of merchant's outlet
- v) Merchant's stock of products or services
- vi) For merchant operating the business without a physical outlet/shop (e.g. food truck operator, hawker stall, home-based business, etc.), shall obtain the photographs containing the outlook of merchant's business condition and stock of products/services - *if applicable*
- vii) For merchant operating non-face-to-face business (e.g. e-commerce, m-commerce, social networks, etc.), please get merchant's stocks - *if applicable*
- viii) The prints outs of the channels where merchant promote, display or conduct the business (e.g. website, mobile application, social network, etc.)

4) BUSINESS REGISTRATION DOCUMENTS

(A) Private Limited and Public Listed Company

| Company Act 1965 | | Company Act 2016 | |
|------------------|---|------------------|--|
| i. | Form 9 (Certificate of Incorporation) | i. | Companies Act 2016 (Section 17) (Act 777) Certificate of Incorporation) |
| ii. | Form 24 (Complete Return Allotment of Shares) | ii. | Companies Act 2016 (Section 58) (Act 777) (Notification of Appointment of the First Company Secretary) – <i>if applicable</i> |
| iii. | Form 49 (Return Giving Particulars in Register of Directors, Managers and Secretaries and Changes of Particulars) | iii. | Companies Act 2016 (Section 14) (Act 777) (Application for Registration of a Company) |
| iv. | Form 13 (Change of Company Name) – <i>if applicable</i> | iv. | Companies Act 2016 (Section 28) (Act 777) (Notice of Incorporation certificate on change of company name) – <i>if applicable</i> |
| v. | Form 44 (Change of Company Address) – <i>if applicable</i> | | |
| vi. | M&A | | |

(B) Sole Proprietor and Partnership

- i) Business registration (Form B/D/E)
- ii) Certificate of registration of a Limit Liability Partnership

(C) Professional Services (lawyer, doctor, accounting firm, etc.)

- i) Valid firm registration certificate or practicing certificate

(D) Registered Business with Local Council

- i) Current and valid license issued by the relevant local council

(E) Association/Society

- i) Latest minutes of meeting
ii) Latest circular resolution
iii) Certificate of registration
iv) Organisation chart/structure

(F) Individual / Soho Retailer

- i) Social media / network's account registration information - if applicable
ii) Letter of confirmation from company that the individual / soho retailer is selling their products or services - *if applicable*

5) E-COMMERCE MERCHANT

- i) Cancellation Policy, Refund & Return Policy, Delivery Policy and Shipping Policy
ii) Company address, contact number & registration number
iii) Website ownership
iv) Description of goods/services

6) PAYMENT RECEIPT

(Merchant Registration Fee & Maintenance Fee)

7) MERCHANT SIGNATURE & COMPANY STAMP ON APPLICATION FORM

8) APPLICATION APPROVED BY CHIEF SALES OFFICER

9) OTHERS (Related Documents) – if necessary

(E.g. MLM License, Authorized Letter, Merchant On-boarding Policy, Utility Bills, Tenancy Agreement, Super Form etc.)

i) _____

ii) _____

iii) _____



I-Serve Payment Gateway Sdn Bhd 201501003085(1128417-K)

UPay UPayMe MERCHANT APPLICATION FORM

Application Date

(dd/mm/yyyy)

Type of Products

UPayMe

UPay (Payment Gateway)

Please Tick (√)

Source of Application

UPayMe Website

Social Media

Referral

Others _____ (Please specify)

1 BUSINESS DETAILS

Purpose of Usage

Merchant

Representative

Business Structure

Sole Prop.

Partnership

Sdn Bhd

MNC/Public Listed

Government

Others

Merchant Type

Cash/Direct

POS

Online

Terminal

Social Media

2 MERCHANT/COMPANY DETAILS

Registered Business Name

Business Registration No.

Business Trading Name

Operating Address

City

State

Postcode

Business Hours

Business Phone No.

Business Email

URL of Business Website

Facebook/Twitter/Instagram

Description of Nature of Business

Premise Type

Retail Shop

Shopping Mall

Moveable Traders

Residential/Home

Factory/Warehouse

Own

Rental

Others _____

Years at Current Premise: _____

Years in Operations

Number of staff

Sales Channel

Shop Outlet

Face to Face

Direct Selling

Online

Others :

3 AUTHORISED REPRESENTATIVE

Full Name

NRIC/Passport No.

Designation

Contact Number

Email Address

(Please provide a Letter of Authorisation if the Authorised Representative is not a Director or Shareholder – applicable for Private Limited & Public Listed Company)

4 OTHER OUTLET DETAILS (IF APPLICABLE)

| | |
|------------------|-------------------|
| Outlet Name | |
| Address | |
| PIC Name | NRIC/Passport No. |
| HQ Email Address | Contact Number |

5 BANK DETAILS

| | |
|--------------------------|---------------------|
| Bank Name | Bank Account Number |
| Bank Account Holder Name | |

6 MERCHANT BUSINESS TRANSACTION DECLARATION (FOR RISK ASSESSMENT PURPOSE)**6.1 COMPANY'S ANNUAL TURNOVER (PLEASE TICK ✓ IF APPLICABLE)**

1. RM5 000,001 and above per annum
2. RM3 000, 001 – 5 000, 000 per annum
3. RM1 000, 001 – 3 000, 000 per annum
4. RM 5 00, 001 – 1 000, 000 per annum
5. RM 1 00, 001 – 5 00, 000 per annum
6. RM 1 00, 000 and below per annum

6.2 AVERAGE TICKET SIZE (PER TRANSACTION)

Please state amount (in RM): _____

6.3 TRANSACTION VOLUME (PER MONTH)

Please state amount (in RM): _____

7 EASY PAYMENT PLAN (EPP)*Apply for EPP PLAN UPAY UPAYME

| Bank | Scheme Plan | Rate | Min Transaction Amount (RM) | Max Transaction Amount (RM) |
|--|-------------|------|-----------------------------|-----------------------------|
| MAYBANK EZYPAY | 6 Months | 4.5% | RM 500 | RM 20,000 |
| | 12 Months | 6.0% | RM 1,000 | |
| Public Bank Zero-Interest Instalment Plan (ZIIP) | 6 Months | 4.5% | RM 500 | RM 100,000 |
| | 12 Months | 6.0% | | |

*EPP application is subject to approval by the Banks

8 INFO REQUIRED AT PAYMENT DETAILS PAGE (FOR UPAYME APPLICATION ONLY) – (IF APPLICABLE)Customer Email, Mobile Number & Customer Name is **mandatory**.

Customizable field. Please specify the item(s) that you require on the table below.

| | | |
|---|-----------------------------------|------------------------------------|
| 1 | <input type="checkbox"/> Optional | <input type="checkbox"/> Mandatory |
| 2 | <input type="checkbox"/> Optional | <input type="checkbox"/> Mandatory |
| 3 | <input type="checkbox"/> Optional | <input type="checkbox"/> Mandatory |

9 DISCLOSURE ON MERCHANT ELECTRONIC/MOBILE COMMERCE WEBSITE (*MANDATORY FOR UPAY APPLICATION)

| | | | | | |
|---|--|--------------------------------------|--------------------------------------|--|----------------------------------|
| 1 | Online Store Framework | <input type="checkbox"/> WooCommerce | <input type="checkbox"/> Os-Commerce | <input type="checkbox"/> Prestashop | <input type="checkbox"/> Magento |
| | | <input type="checkbox"/> Cs-Cart | <input type="checkbox"/> OpenCart | <input type="checkbox"/> Others (Please specify) | |
| 2 | URL Link (Website must be ACTIVE) | | | | |
| 3 | Website registered with SSL Certificate? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | | |
| 4 | Mobile/Device Application | <input type="checkbox"/> Android | <input type="checkbox"/> iOS | <input type="checkbox"/> Huawei AppGallery | |

10 SERVICE FEES

| Product | UPay | UPayMe |
|--|--------------------------|--------------------------|
| Merchant Registration Fee (Not Refundable) | RM 288 (one-off payment) | RM 288 (one-off payment) |
| Maintenance Fee | RM360/year | RM360/year |

11 APPLICATION DECLARATION

- 1) I / We hereby confirm that the information provided herein is accurate, correct and complete. I / We understand & agree to provide written notice to I-SERVE PAYMENT GATEWAY SDN BHD (i-Serve) on any change of information as bound by this application.
- 2) I / We further agree that i-Serve reserves its rights not to accept this change without providing any reason and may lead to termination of the Services.
- 3) I / We understand that i-Serve may not disclose the reason if the application was not approved.
- 4) I / We have read, understood & agree to be bound by all clauses stated in the Agreement as spelled out and published at <https://upayzu.com/> and <https://upayme.my/terms> and acknowledge that these terms may be modified by i-Serve from time to time. I / We shall always keep myself/ ourselves updated on any modified clauses by visiting the above URL.
- 5) I / We hereby authorise i-Serve to obtain any credit information related to my / our company from the credit reporting agencies, credit bureau and any other bodies or authorities as i-Serve may deem fit under any applicable law, regulation, guidelines, regulatory requirement or directive in respect of this application.
- 6) I / We understand and acknowledge that it is necessary for i-Serve to process my / our personal information for this application, without which i-Serve will not be able to provide the Services that I / we have requested from i-Serve and to notify me / us about important changes or developments to the Services. Where I / we have provided i-Serve with personal information, I / we hereby provide i-Serve with my / our express consent to process the same in the manner described in the Privacy Policy. I / We may exercise my/our options in respect of receiving marketing materials (including cross-selling, marketing and promotions as described above) at any time. I / We understand that i-Serve may disclose my / our personal information to other companies within the I-SERVE Group of Companies, service providers, merchants and strategic partners, vendors including debt collection agencies, professional advisers, industry / financial related associations, credit bureaus or credit reporting agencies and fraud prevention agencies, governmental agencies, other financial institutions and any of their respective agents, servants and / or such persons, whether located within or outside Malaysia for this application, if applicable, subject at all times to any laws (including regulations, standards, guidelines and / or obligations) applicable to i-Serve.
- 7) I / We agree to accept the Service Fees that have been offered by i-Serve in section (10) herein and i-Serve reserves its rights to change the said Service Fees by giving 21 days written notice.
- 8) I / We agree to be fully responsible for any disputed amount received.
- 9) I / We acknowledge and covenant that I / We shall not deal directly with the Acquirer and/or Card Schemes.

| | | | |
|-------------------------|--|---------------|--|
| Authorised Signature | | Company Stamp | |
| Name | | | |
| Designation | | | |
| Date | | | |

FOR I-SERVE OFFICE USE ONLY

1. Date Received of Merchant Application Form (dd/mm/yyyy) _____
 2. Payment Transaction ID (Merchant Registration Fee & Maintenance Fee) _____
 3. I-Serve Sales Person _____
 4. Representative Company Name _____
 5. Representative Sales Person Name & Code _____
- Payment Status: (*To be verified by APU) _____

Approve By:

| | |
|---------------|---------------------|
| | |
| Sales Manager | Chief Sales Officer |
| Name: | Name: |
| Date: | Date: |

Rejected (Please specify reason)



iSERVE
I-Serve Payment Gateway Sdn Bhd 201501003085(1128417-K)

MERCHANT APPLICATION OUTLET FORM

APPLICATION DATE

| | | | | | | | | | | | |
|--|--|--|---|--|--|--|---|--|--|--|--|
| | | | - | | | | - | | | | |
|--|--|--|---|--|--|--|---|--|--|--|--|

(dd/mm/yyyy)

COMPANY NAME

BUSINESS REGISTRATION NO

PART A ADDITIONAL OUTLET (Add on this page if there are more outlets)

OUTLET A

Outlet Name

Outlet Address

City

State

Postcode

PIC Name

NRIC/Passport No

Email Address

Contact Number

Bank details same as HQ

Bank Name

Bank Account Number

Bank Account Holder Name

OUTLET B

Outlet Name

Outlet Address

City

State

Postcode

PIC Name

NRIC/Passport No

Email Address

Contact Number

Bank details same as HQ

Bank Name

Bank Account Number

Bank Account Holder Name

OUTLET C

Outlet Name

Outlet Address

City

State

Postcode

PIC Name

NRIC/Passport No

Email Address

Contact Number

Bank details same as HQ

Bank Name

Bank Account Number

Bank Account Holder Name