

Working with Worldline

The Boarding Process

We are happy you have chosen to work with us. Before we can get you up and running we need to verify your company details through our 'Know Your Customer' survey. This ensures we are compliant with EU regulation, and can detect and prevent any fraud.

Below, you will find a handy checklist to help you through the process. If you need any advice along the way do not hesitate to contact us.

How it works



**You send us the
information**



We verify it



**You're ready
to go**

What you need to send to Worldline

Company information & documents

- 1 A trade register extract no older than three months
- 2 The company's bank account details
- 3 Copy of ID card or passport
- 4 Your corporate shareholding structure or Ultimate Beneficial Owner (UBO) form(s)*, plus a stock exchange listing reference if relevant
- 5 Financial statement
- 6 URL(s) of the webshop(s)



How to find the information we need

What	Why	Where
1 A trade register extract no older than three months	So that we know you are an established company who complies with local regulations. A trade register extract will show the company start date, the type of business activity and the names of board members	Your local Trade Register of Chamber of Commerce can provide this : UK: https://beta.companieshouse.gov.uk/ FR: https://www.infogreffe.com BE: https://kbopub.economie.fgov.be NL: https://www.kvk.nl ES: https://www.registradores.org IT: https://www.registroimprese.it PT: https://eportugal.gov.pt
2 The company's bank account details	We need a recent copy of your bank statement* (no older than three months) with a clear bank logo, account number, company name and date to verify you are a customer of a reputable bank. *For newly opened bank accounts, a bank account opening statement is also acceptable.	This can be a printed online statement or scanned paper copy.
3 Copy of ID card or passport	Under the AML directive, we must document and verify the identity of all signatories.	This information will need to be obtained from the individuals concerned. The identification information and signature has to be clear and readable.
4 Your corporate shareholding structure or Ultimate Beneficial Owner (UBO) form(s)*, plus a stock exchange listing reference if relevant *The UBO form is not mandatory but might be requested during the onboarding process	To comply with the AML Directive, we need to document and verify the identity of all UBOs. The UBO should always be a natural person, and if shares are held by another legal entity, we will need the trade register extract of the legal entity,	If requested, please complete and return the UBO form that can be found on: https://support.worldline.com/en-gb/home/downloads.html
5 The latest financial statement (when applicable)	To perform a risk assessment.	This information will need to be obtained from the individuals/department concerned.
6 URL(s) of the webshop(s)	To ensure the services you offer are in line with our acceptance policy and local regulations. Please use the checklist on page 3 to see what we need to check.	The technical provider building your website can inform you of the test and final URL(s). If you are registering for more than one webshop, make sure to list all URLs where payments will be processed. If need, we can use test URLs to check the website before a final version is available.

In specific cases, a proof of address might be required. You will be contacted for this if applicable.

Personal information & documents

Authorized representatives

Persons with signatory authority on behalf of the legal entity

Ultimate beneficial owners

Persons who own more than 25% of the share or who otherwise exercise control over the legal entity

Full name	<input type="checkbox"/>	<input type="checkbox"/>
Nationality	<input type="checkbox"/>	<input type="checkbox"/>
Date and place of birth	<input type="checkbox"/>	<input type="checkbox"/>
Private address	<input type="checkbox"/>	<input type="checkbox"/>
Country of residence	<input type="checkbox"/>	<input type="checkbox"/>
Politically Exposed Person	<input type="checkbox"/>	<input type="checkbox"/>
% of share/voting rights	<input type="checkbox"/>	<input type="checkbox"/>
Copy of ID card or passport	<input type="checkbox"/>	<input type="checkbox"/>
Phone number and email address	<input type="checkbox"/>	<input type="checkbox"/>

Checklist website

What

1. Contact details:

Email address and phone number

2. Clear overview of products/services

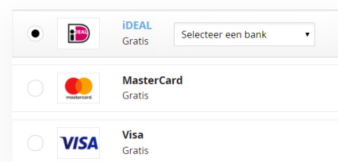
3. Checkout page:

Final price has to be displayed with the shipping cost

Client has to give consent to the T&Cs before making payment by clicking an approval box. An alternative is clear text stating that the consumer accepts the T&Cs when clicking on the payment button or at account sign-up, or a sentence in the T&Cs that stipulates that by using this website, and placing an order the consumer accepts the conditions of the T&C. Cardholders have the right to easily access the information how the merchant ships the goods, within which timeframe and method of delivery

4. Card logo:

The Card logos of Visa & MasterCard have to be displayed when the consumer selects his preferred payment option



5. Terms and Conditions

Legal mentions (company name, company address, registration/ VAT number)

The merchant must offer returns and refund, with a 14-day minimum cooling-off period (if applicable)

Legal warranty

Information when the card will be debited

6. Privacy Policy

These are website requirements according to the EU regulations, Card schema rules, Worldline and Bambora.

AML « anti-money laundering »

A framework of actions performed by regulated entities. It is aimed at identifying funds which may come from illegal activities, or transactions, which are performed for the sole purpose of hiding the illegal source of funds, and to give these funds the appearance of a legal origin.

Chargeback

A Chargeback occurs when a consumer asks its issuing bank to remove a charge from its credit card statement. The issuing bank will ask the buyer to provide an explanation about why they are disputing the charge.

Two common reasons for reversals or chargebacks:

- A consumer's credit card number is stolen and used fraudulently;
- A consumer makes a purchase but believes that the seller failed to fulfil their side of the agreement (e.g., did not ship the item, shipped an item that was different from the seller's description, or the item was damaged when the consumer received it).

CTF « counter-terrorist financing »

A framework of actions performed by regulated entities, aimed at identifying funds which may be transferred or used for supporting terrorist activities or preparing terror attacks.

KYC « know your customer »

The identification of customers through registration documents for legal entities (e.g., extract from national register, statuses) or identity documents for individuals (e.g., passport or ID card, legal document with address). The goal of KYC is to ensure that the data we have in our customer database corresponds to reality. This is a legal obligation for all regulated financial entities in the EU, following the adoption of the 1st AML directive, and for all other entities outside the EU (local Central Banks directives). In the EU, this obligation is reinforced further with the 2nd AML directive, and with the 3rd and 4th AML directives, particularly with regards to the identification of the ultimate beneficial owners.

Usually, KYC activities are performed during on-boarding and ongoing oversight throughout the customer lifecycle.

MCC « merchant category code »

A merchant category code (MCC) is a four-digit number assigned to a business by credit card companies (for instance, American Express, MasterCard, VISA) when the business first starts accepting these cards as a form of payment. The code reflects the primary category in which the merchant does business. Additionally, the MCC is used to classify the business by the type of goods or services it provides.

Moto « mail-order/telephone-order »

As well as online transactions, merchants might also allow buyers to place orders via mail or telephone. In such cases additional precautions need to be taken at the merchant side, on the storage and access to transaction information.

PEP « politically exposed person »

Individuals who are or have been entrusted with prominent public functions (e.g., persons with a public mandate or past public mandate, high ranking persons in a government body, board members of public companies), as well as all their related persons (direct relatives and people living at the same place).

Refund

To give back money or reimburse a consumer when the goods purchased are unsatisfactory or not received. The refund policy must be included in the merchant's terms and conditions.

A Cardholder informs the merchant for the refund request, and then the merchant through its acquiring bank will send the fund flow to the issuing bank (one-way data flow).

UBO « ultimate beneficial owner »

When a customer is a legal entity, the ultimate beneficial owners are the individuals who ultimately benefit from the funds of the entity. They can be administrators, shareholders, members (in the case of associations), etc.

Usually, we consider all individuals who have (directly or indirectly) an interest of 25% or greater in, or who otherwise exercises control over, a legal entity.