

# Merchant services application

Please complete this form and email to [merchantservices@kiwibank.co.nz](mailto:merchantservices@kiwibank.co.nz)

Kiwibank Limited, Private Bag 39888, Wellington 5045

## How to complete this form

It's best to download this form, then open the form with Adobe Acrobat or another PDF reader.

### 1. Product I wish to apply for

- ☐ **EFTPOS – Merchant ID for Physical Terminal:** Credit, debit and prepaid cards (Visa, Mastercard and UnionPay)  
☐ **Online Payments – Merchant ID**
☐ EFTPOS NZ/Verifone
 ☐ EWay
 ☐ Paystation
 ☐ Worldline (Visa & Mastercard)

If you're applying for a short-term facility, let us know the dates you'll need it for.

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### 2. Business details

#### Business name

This must be the full legal name of the limited liability company, partnership, trust or society, or the full name of the sole trader.

#### Trading name

This will appear on your receipt. (Max 22 characters including spaces)

GST number

Describe your business, what do you sell and how do you sell it? (proof may be required).

#### Business address








Your monthly invoices, and confirmation of direct debit instructions will be sent to this email address.

- ☐ I give permission for this email address to be used for sending me relevant emails about Kiwibank's accounts and services.

### 3. Kiwibank bank account details

To set up a Kiwibank merchant facility, you'll need a Kiwibank Business Edge account for settlement.

- I have an account with Kiwibank
 ☐ Yes – Business access number 
  
☐ No – I require a Kiwibank Business Edge account. Please refer me to the Business Banking team.

#### Settlement account

This is the account you nominate for all settlements




Account nominated for payment of fees (If different)




### 4. Business and card transaction information

**Mandatory information** Please provide information specific to the merchant facility only. For a new business, provide estimates.

Expected annual card payment turnover

Do all customers receive the goods/services immediately? ☐ Yes ☐ No

If Yes, please skip to section 5. If No, please complete the rest of section 4.

Average Sale Price

What percentage of orders have a greater than one day delivery period?

Percentage of international card transactions

Average delivery period for NZ sales

Average delivery period for international sales

Do you charge customers a booking or initial deposit?

☐ Yes ☐ No

If Yes, what percentage of the sale is charged as a deposit?

On average, how many days in advance is the deposit charged?

## 5. Terminal requirements (If you are applying for EFTPOS – Credit, debit and prepaid cards (Visa, Mastercard and UnionPay))

How many terminals will you have?

Do you require contactless?

☐ Yes ☐ No

Contactless (Paywave/mobile wallet payments) only available on credit card facility.

What payment network do your terminals connect to?

☐ Verifone ☐ Worldline

**If you're unsure, please ask your terminal provider**

Do you require a referral for terminal hire?

☐ Yes ☐ No

If Yes, number of terminals required

Do you currently have merchant services with another provider?

☐ Yes ☐ No

If Yes, what's the name of the bank

For change of bank providers only:

What is your terminal ID number? (Note: the terminal ID can be found on a printed receipt.)

Note: Any changes to bank providers will require additional time to process.

## 6. Contact information

### Applicant(s)

Please complete for each applicant. The applicant(s) warrant that each of them has the authority to bind you to this agreement.

Please ensure the email address you provide isn't a general company address.

#### Applicant One

First name	
Last name	
Job title	
Work	Mobile
Email	

#### Applicant Two

First name	
Last name	
Job title	
Work	Mobile
Email	

## 7. Special requirements

If you've got any special requirements, we'd like to hear about them

## 8. Important terms and conditions

In this application form, 'you' means the legal person, or, if more than one, jointly and severally the legal persons, who own(s) the business named in Section 3 above. By submitting this application form to Kiwibank you unconditionally agree (and give your authorisation) that:

- Kiwibank Limited may reject any application by your organisation or business for a Kiwibank product or service for any reason.
- If any of the information in this form is untrue, incorrect or incomplete, and you don't give Kiwibank replacement information, Kiwibank may reject your application or terminate any account, products and/or services that Kiwibank provides you.
- Kiwibank may act on any permissions and consents given in this application form.
- This form doesn't constitute an offer of any Kiwibank product or service.
- You are all of the owners/trustees/partners (as the case may be) of the organisation or business specified above.
- Kiwibank or its authorised agents may give information, including personal information about you to, or collect such information about you from, anyone deemed necessary (including any credit agency, any other account principal, any of Kiwibank's payment processing contractors and agents, and card schemes) for the purposes of opening, operating or maintaining accounts with Kiwibank of which you're an account principal, considering your application and whether to provide you with products and services, providing you with information about Kiwibank's business (and products and services), and providing you with products and services requested.
- The personal information contained in this form is collected, held and may be used by Kiwibank or its authorised agents for the same purposes.
- You have the right to access and correct your personal information.
- If you're an individual, you're 18 years of age or older and aren't an undischarged bankrupt or liable under the Insolvency Act 2006 and its amendments.
- All information you've given to Kiwibank is true, correct and complete and not misleading or deceptive.
- If anything changes to make any information in this form untrue, incorrect or incomplete, you'll tell Kiwibank and give replacement information as soon as possible.

## 8. Important terms and conditions – continued

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### **Sending you documentation by email**

You agree that Kiwibank may send you documentation relating to merchant services in electronic form to the above email address subject to the following terms:

- You acknowledge that emails are transmitted over the internet which is an unsecure public domain and subject to risk including interception, corruption, non-delivery and mis-delivery.
- No provisions of any documentation received by you are to be added to, deleted or qualified without the prior written consent of Kiwibank.
- Where you comprise two or more persons, you all confirm that forwarding documentation to the above email address will fulfil Kiwibank's obligations to send you documentation.
- Kiwibank cannot guarantee that documentation sent by email will:
  - > remain confidential;
  - > be free from viruses, worms or Trojans;
  - > be free from interference;
  - > be delivered in a timely manner or at all.
- Your personal information contained in the documentation and any covering email may be transmitted by email. Also, Kiwibank personnel may contact you to confirm that the email was sent to your email address and for authentication/verification purposes.
- Before opening or using any attachments you must check/scan them using the most recently released version of your anti-virus software.
- Attachments to emails will be in PDF format. You'll need to have Acrobat Reader installed to read it. Kiwibank doesn't warrant that you'll be able to read or reproduce any attachments.
- Subject to any applicable law which cannot be excluded and to all provisions implied by statute which cannot be excluded, Kiwibank accepts no responsibility for any loss, damage, cost or expense (whether direct or indirect) incurred by you as a result of documentation being sent by email.

### **Credit check**

For this credit check section when talk about 'you' and 'your' we mean you and your authorised representative(s).

You understand that we'll credit check you. As part of that credit check, we'll give your information (including, if applicable, information on your repayment history and any defaults on your payment obligations) to credit reporting agencies, and those credit reporting agencies will give your information to us. Credit reporting agencies will use the information provided by us to update their credit reporting databases. When other parties use the credit reporting agencies' services, they'll be provided with your updated information. We might also use credit reporting agencies' services in the future for purposes related to the provision of credit. For example, we may use credit reporting agencies' monitoring services to receive updates if any of the information held about you changes.

## 9. What next?

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### **Ready to submit?**

Before you send your application to us, please take the time to make sure you've completed all the relevant sections.

You can email the completed forms to [merchantservices@kiwibank.co.nz](mailto:merchantservices@kiwibank.co.nz)

All applications are subject to Kiwibank's approval process. Where applications are approved, we'll contact the applicant(s) using the email address provided.

# Credit check authorisation

This form is to gain your approval for Kiwibank Business Banking to perform a credit check. Completing your details and signing your name indicates you've consented to the credit check process. The results of the credit check will be communicated to individuals personally.

In accordance with the Merchant Services Application form, please ensure that the email address you provide isn't a general company address, it must be specific to the intended recipient and the recipient must be authorised to sign.

Kiwibank Limited, Private Bag 39888, Wellington 5045

This form can be signed in a few different ways, by either:

- > typing your name,
- > using a stylus on a tablet, or
- > printing and signing by hand.

## Business details

IRD number:

## Individual 1

Name:

Date of birth:

Address:

Contact details:

I declare that all information that I have provided to Kiwibank is true, correct and complete. I acknowledge and understand that Kiwibank will collect and use the information set out in this form to assess the credit worthiness of me and my business. As part of the credit check, Kiwibank may submit the information contained in the form together with other relevant personal information to credit reporting agencies and may receive information from the relevant agencies about me or my business.

Customer signature

Date:

## Individual 2

Name:

Date of birth:

Address:

Contact details:

I declare that all information that I have provided to Kiwibank is true, correct and complete. I acknowledge and understand that Kiwibank will collect and use the information set out in this form to assess the credit worthiness of me and my business. As part of the credit check, Kiwibank may submit the information contained in the form together with other relevant personal information to credit reporting agencies and may receive information from the relevant agencies about me or my business.

Customer signature

Date:

Individual 3

Name:

Date of birth: 

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Address:

Street name/number

Suburb

Town/City

Postcode

Contact details:

Work

Email

Mobile

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Customer signature

Date: 

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Individual 4

Name:

Date of birth: 

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Address:

Street name/number

Suburb

Town/City

Postcode

Contact details:

Work

Email

Mobile

I declare that all information that I have provided to Kiwibank is true, correct and complete. I acknowledge and understand that Kiwibank will collect and use the information set out in this form to assess the credit worthiness of me and my business. As part of the credit check, Kiwibank may submit the information contained in the form together with other relevant personal information to credit reporting agencies and may receive information from the relevant agencies about me or my business.

Customer signature

Date: 

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Page 5 of 5

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