



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 Environment (Cardholder is not present during transaction)	
14	% of your Monthly total Sales by Credit Card	
15	Projected Sales Volume on a Monthly basis	
16	Projected Number of Monthly Transactions	
17	What is your current method of processing orders?	Batch Processing Mail Order / Telephone Order Internet Order Walk-Ins
18	Projected Annual Chargeback Volume	





19	Projected Annual Refund Volume						
20							
21	Please state your Transacting Currencies requirements						
22	Please state your Settlement Currencies requirements						
23	Please state your current Refund Policy practices						
Section 3: 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 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)						
Section 4: Communication							
29	What is the profile of your target audience? (Tick where appropriate)	Gender	Male	Female	Both		
		Age	< 21	21-30	31-40	41-50	> 50
		Core Segment	Mass	Emerging Affluent		Affluent	
30	What is your preferred below-the-line communication? (Tick where appropriate)	SMS	eDM	POS			
31	How do you communicate to your membership base? (Tick where appropriate) How frequently?	eDM	SMS				
		Publication	Others:				
		Frequency of Communication:					

Thank you for filling up the Questionnaire. We would like to inform you that the 1st phase of due diligence takes 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.

