



**CUSTOMER QUESTIONNAIRE**

**1. COMPANY DETAILS:**

1.1. Company name: \_\_\_\_\_ DBA name: \_\_\_\_\_

1.2. Registration No.: \_\_\_\_\_ Registration date: \_\_\_\_\_

1.3. Legal address: \_\_\_\_\_

1.4. Office address: \_\_\_\_\_

1.5. Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_

1.6 Detailed business description\*:

*\* In business descriptions should be information about:*

*How the business is built (organizational structure), how many directly/indirectly owned companies are involved in business, amount of employees in company, marketing strategy, how customers are attracted, etc - full information to clearly understand the business to ensure KYC principle at high quality level.*

**2. COMPANY OWNER (S) AND REPRESENTATIVE PERSON:**

2.1. Company owner 1\*\* (first name, last name): \_\_\_\_\_

Percentage of control (%): \_\_\_\_\_ Type of control: direct  via proxy

Date of birth: \_\_\_\_\_ Passport / ID card No.: \_\_\_\_\_

Issuing authority, country: \_\_\_\_\_ Date of issue: \_\_\_\_\_ Valid till: \_\_\_\_\_

Tax residence: \_\_\_\_\_ Taxpayer ID: \_\_\_\_\_

Residence address: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_

2.2. Company owner 2\*\* (first name, last name): \_\_\_\_\_

Percentage of control (%): \_\_\_\_\_ Type of control: direct  via proxy

Date of birth: \_\_\_\_\_ Passport / ID card No.: \_\_\_\_\_

Issuing authority, country: \_\_\_\_\_ Date of issue: \_\_\_\_\_ Valid till: \_\_\_\_\_

Tax residence: \_\_\_\_\_ Taxpayer ID: \_\_\_\_\_

Residence address: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_

*\*\* Please fill questionnaire "Beneficial Owner Questionnaire" for all beneficial owners who hold 25% shares or more.*

2.3. Representative person (first name, last name): \_\_\_\_\_

Date of birth: \_\_\_\_\_ Passport / ID card No.: \_\_\_\_\_

Issuing authority, country: \_\_\_\_\_ Date of issue: \_\_\_\_\_ Valid till: \_\_\_\_\_

Residence address: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_

Representative position in company: \_\_\_\_\_

Acting according to the: \_\_\_\_\_ Date of issue: \_\_\_\_\_ Valid till: \_\_\_\_\_

2.4. Contact person (fill if different from representative):

First name, last name: \_\_\_\_\_

Contact person position in company: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_

**What services do you plan to use in CONNECTUM?**

MERCHANT ACCOUNT (please fill section 3)

CURRENT ACCOUNT (please fill sections 4-6)

**3. BUSINESS INFORMATION**

3.1. Company website (s) for acquiring: \_\_\_\_\_

Owner of domain name: \_\_\_\_\_ Test account (login, password): \_\_\_\_\_

PCI DSS certificate (required if you store credit card details): No  Yes  Level \_\_\_\_\_ (please attach AOC/SAQ + ASV scan results)

Currently used MCC code \_\_\_\_\_

Is a license required? No  Yes  If yes – please fill section 3.2.

3.2. License issuing country, authority: \_\_\_\_\_

License number: \_\_\_\_\_ License issuing date: \_\_\_\_\_

3.3. Company basic partners (suppliers of goods/services, marketing agencies, delivery services etc.) – names, website:

3.4. Cardholders location (% of total):

EU \_\_\_\_\_ CIS \_\_\_\_\_ Asia \_\_\_\_\_ USA \_\_\_\_\_ Other (specify \_\_\_\_\_)

**Acquiring transactions:**

Minimum transaction amount (EUR): \_\_\_\_\_

Average transaction amount (EUR): \_\_\_\_\_

Maximum transaction amount (EUR): \_\_\_\_\_

Planned monthly turnover first 3 months (EUR): \_\_\_\_\_

Planned monthly turnover after 3 months (EUR): \_\_\_\_\_

**OCT/money send transactions:**

Minimum transaction amount (EUR): \_\_\_\_\_

Average transaction amount (EUR): \_\_\_\_\_

Maximum transaction amount (EUR): \_\_\_\_\_

Planned monthly turnover first 3 months (EUR): \_\_\_\_\_

Planned monthly turnover after 3 months (EUR): \_\_\_\_\_

Default processing currencies: AUD, BYN, CAD, CHF, CNY, CZK, DKK, EUR, GBP, KZT, NOK, NZD, PLN, RUB, SEK, UAH, USD

Additional required processing currencies: \_\_\_\_\_

Required transactions type:

E-commerce  Recurring  OCT/Money send  One click payment  Dynamic descriptor

3.5. Settlement

Bank name: \_\_\_\_\_ Swift code: \_\_\_\_\_

IBAN: \_\_\_\_\_

3.6. Accounts in other banks (name, country): \_\_\_\_\_

3.7. Acquiring in other banks/institutions (name, country): \_\_\_\_\_

#### 4. INCOMING PAYMENTS

4.1. Incoming payment sources at Connectum:

- incomes from product/services buyers/recipients
- incomes from related companies that are included in group of companies, holdings, etc.
- owner's investments (specify sources of funds): \_\_\_\_\_
- loans (please provide agreements)
- other (specify): \_\_\_\_\_

4.2. Key goods / services recipients\*\*\* (incoming payments) at Connectum:

In EU countries (specify countries and names of partners):

In other countries (specify countries and names of partners):

\*\*\* Fill the names of payers/partners, additional please provide confirmation documents (agreements, invoices, etc.)

#### 5. OUTGOING PAYMENTS:

5.1. Outgoing payment destination in Connectum:

- salary
- payments for goods and services
- administration costs
- state bills
- loans issue
- other (specify): \_\_\_\_\_

5.2. Key goods / services suppliers\*\*\* (outgoing payments) at Connectum:

In EU countries (specify countries and names of partners):

In other countries (specify countries and names of partners):

\*\*\* Fill the names of receivers/partners, additional please provide confirmation documents (agreements, invoices, etc.)

## 6. TURNOVER INFORMATION

### 6.1. Estimated average monthly total turnover in Connectum (EUR):

Incoming wire transfers:	_____	_____
	<i>ammount, EUR</i>	<i>number of transactions per month</i>
Outgoing wire transfers:	_____	_____
	<i>ammount, EUR</i>	<i>number of transactions per month</i>
Card processing in Connectum:	_____	_____
	<i>ammount, EUR</i>	<i>number of transactions per month</i>
Maximum transaction amount:	_____	_____
	<i>incoming, EUR</i>	<i>outgoing, EUR</i>

## 7. ACKNOWLEDGEMENT

I Certify that the information in this document is complete and true.

I undertake to immediately inform Connectum in writing on any changes in the above information. I am informed that Customer Questionnaire is an integral part of the Agreement.

By signing this questionnaire, the Customer agrees with processing of his personal data in compliance with current company Information Security Policies, Laws and Regulations.

Customer representative \_\_\_\_\_  
*(position)* *(full name)* *(signature)*

### Below list of documents required for on-boarding:

In order to become verified, a corporate customer is required to provide the following documentation:

1. Formal business application.
2. Corporate documents:
  - Certificate of Incorporation;
  - Memorandum and Articles of Association;
  - Documents, declared company beneficial owners and directors;
  - Certificate of Incumbency. \*\*\*\*
3. Proof of Identity of each director and beneficial owner (passport /ID).
4. Proof of address of each director and beneficial owner (utility bill/bank statement).
5. Company's bank statements for last three (3) months / processing history for last 6 months.
6. Audited financial statements (latest Balance Sheet and Profit and Loss Statement).\*\*\*\*

If the merchant is a new business and / or does not have audited financial statements, please provide a Business Plan including projected transactions number and volume.

7. For regulated business: copy of the licence, signed AML policy and KYC procedures in place for on-boarding and monitoring their own customers.

\*\*\*\*Please provide documents if the company is more than 1 years old.

## 8. PERMISSION TO DISCLOSE INFORMATION TO A THIRD PARTY

Connectum Limited collects and protects customer information in compliance with current company Information Security Policies, Laws and Regulations for the purposes of providing payment and acquiring services to the customers, opening and operating correspondence bank accounts to facilitate payment and acquiring services.

To provide you with payment and acquiring services, we require the disclosure of your personal and business information to other financial institutions in the EU, within the framework of financial compliance requirements of Financial Conduct Authority.

Whilst we shall try to keep the disclosure to absolute minimum, financial institutions or other third parties may request additional information about our customer profile. We shall then inform you about any further requests for information received from the third party in question.

Please complete the following informed consent document.

### Questions:

Have you been involved in money laundering activities any time in the past?

No

Yes:

Have you been involved in any criminal or illicit activities in the past?

No

Yes:

Have you been subject to criminal prosecution in your country or any country or jurisdiction where you/ your company/your business operate?

No

Yes:

Have you, your family members or your company been subject to any sanctions by official or financial regulatory bodies?

No

Yes:

### Please read and sign following declaration:

I hereby agree that this permission will be valid for the term of the Agreement Nr. \_\_\_\_\_ with CONNECTUM, as well 5 years after its termination.

I permit Connectum Limited to disclose filled information for the purpose of providing me with payment and acquiring services only.

I declare that I have made this authorization voluntarily and the information on this application is true and correct.

I declare that I am the person named in section two of this application.

I declare that: before I completed this application, I was given information about the different options for financial services and the implications of giving my consent.

I understand that I can make changes to, or withdraw, my consent at any time before the services have been provided, but that it will not be possible to withdraw or make changes to the consent document if the services have already been provided and/or the information has already been forwarded to the financial institution (third party).

I declare that I have had the opportunity to ask questions and seek further clarification.

Customer representative \_\_\_\_\_

*(position)*

\_\_\_\_\_ *(full name)*

\_\_\_\_\_ *(signature)*