

Dear Customer,

Pursuant to a requirement under the customer charter issued by the Central bank of Sri Lanka, we have prepared a series of Key Fact documents [KFDs] which are intended to assist you choose the banking products/services we offer, that are required and are appropriate for you.

This KFD gives you a broad outline of the Merchant products and services available at Nations Trust Bank PLC.

However, please note that the facts stated in the KFD below may require revision according to legal and regulatory changes and the changes in policies and procedures of the Bank. Any revisions to the KFD in connection with changes to such policies and procedures of the Bank will be notified to you by the Bank.

If you wish to know contact us in the following manner.

Phone	Please call on our 24 hour customer service hotlines 0114414140 for Cards or 0114374473 for Frimi
E-mail	<a href="mailto:merchantservice@nationstrust.com">merchantservice@nationstrust.com</a>
Website	<a href="http://www.americanexpress.lk">www.americanexpress.lk</a>
Letters	Manager-Service Quality, Nations Trust Bank PLC, PQ 118, No 242, Union Place, Colombo 02.

In case if you have any complaint relating to Merchant Partnerships, please forward us a brief written statement containing the notice of the complaint to above address or contact us by above contact numbers and we will respond to you within 3 working days.

## Description: Merchant Partnership

### What is a merchant partnership?

A merchant partner is an entity or an individual that accepts payment cards or E-wallets as payments for the products or services offered by the entity or the individual.

### Merchant Facilities Offered

- ✓ Card Acceptance Facility for American Express, Diners Club Intl & Discover Network Cards through;
  - POS
  - MPOS
- ✓ E-wallet Acceptance on Frimi & Lanka QR.
- ✓ Internet Payment Gateway/API
- ✓ Nations Pay
- ✓ Card Not Presented Transaction Facility
- ✓ Extended Settlement Plan options for American Express Credit Cards
- ✓ Automatic Bill Settlements/Direct Debit (recurrent Payments)

### Merchant Services Offered

- 24 Hour Operating Contact Centre and emergency assistance.
- Real-time, Daily and Extended payment Processing.
- Convenient processing services and ongoing initiatives and policies that help protect merchants against fraud, safeguard against chargebacks and effectively manage Merchant and customer enquiries.
- Seasonal and Special Merchant Promotions to support grow Merchant's business by attracting profitable customers.
- E-statement

## Merchant Discount Rate (MDR)/Commissions/Fees

Merchant Discount Rate/Commissions/Fees means the percentage or portion of a charge which the Merchant is obliged to pay to the Bank as may be decided by the Bank from time to time in relation to Cards and/ or e-Wallet Services and **shall be subject to change by the Bank with notice to the merchant.**

For the Internet Payment Gateway facility, merchants will be charged a setup fee and an annual fee in addition to the merchant discount rate as agreed prior to onboarding the merchant.

## How to become a Merchant of Nations Trust Bank PLC?

Eligibility and documents required.

### If Individual

- NIC or Valid Passport Copy of the individual
- Clear photographs of the business location and images to identify the products and services offered at the establishment.
- Transactions slip of Visa/Master Transaction (This is for Card acceptance only)
- Certificate of registration at the municipal council/Divisional Secretariat – (optional)
- Any sort of licenses or certificate to carry out the business (optional)

### *If Proprietorship*

- Copy of the Business Registration
- NIC or Valid PP copy of the Proprietor
- Clear photographs of the business location and images to identify the products and services offered at the establishment.



### *If Partnership*

- Copy of the Business Registration
- NIC or Valid PP copy of all the Partnerships
- Clear photographs of the business location and images to identify the products and services offered at the establishment.

### *If Limited Liability Company*

- Certified copy of Certificate of Incorporation (Form2A)
- Certified copy of Memorandum & Articles of Association
- Certified copy of the Resolution of the Board of Directors
- Recent list of Directors certified by the Registrar of Companies (Form 01/48/20)
- NIC or Valid PP copy of all the directors and required UBOs

### **If Clubs, Societies, Charities, Associations and Non-Governmental Organizations or Companies Limited by Guarantee**

- Copy of the registration/Constitution
- Board resolution
- NIC/Passport/DL copies of all office bearers
- Copy of the latest Bank Statement/Bank Slip/Merchant Statement
- Copy of the Certificate of registration issued by NGO Secretariat is required for all NGOs including Foreign Funded NGOs

The merchant should also enter into a written agreement with bank which set outs the terms and conditions related to merchant partnership and some additional documents apart to above mentioned documents may be required based on the entity type and nature of business.

### **Use of the Merchant partnership**

Use of the merchant partnership will purely based on the terms and conditions given in the Merchant agreement.

### **CHARGE BACK**


The merchant consents and authorize the Bank at any time to refuse total or partial payment to the Merchant and / or to debit the account of the Merchant with such amount and / or to seek immediate reimbursement from the Merchant for any amount already paid to the Merchant in the event of a breach by the Merchant of any of the terms and conditions of the Agreement.

### **ACCOUNT INFORMATION**

The Merchant shall not sell, provide, or exchange a Customer's name or Card account and/ or e-Wallet information in the form of imprinted Charge Record Forms, carbon copies of Charge Record Forms, mailing lists, tapes, or other media obtained through transactions effected on a Card and/ or e-Wallet to any third party other than to the Merchant's agents for the purpose of assisting the Merchant in its business, to the Bank, to Card Issuer and/or e-Wallet Service Provider through the Bank or unless required to do so by a court.

### **Regulatory & Risk Management Obligations of the Merchant**

The Merchant shall not require any Cardholder and/ or Customer to pay a surcharge (except for Petroleum related transactions) or to pay any part of the Discount payable by the Merchant whether through any increase in price or otherwise or to pay any other fee in connection with the transaction relating.



When swiping the cards, it's prohibited to swipe the cards in any device (Double Swipe) other than the EDC/POS terminal provided by the Bank.

- In addition to the specific Terms & Conditions contained herein, all general Terms and Conditions applicable to the Merchant and the Complaint Handling Procedure are outlined in the General Business Conditions on <https://www.nationstrust.com/terms-and-conditions-2>
- Types of Fees and other bank charges which may be subject to change from time to time shall be published on the official website of the Bank.
- In the event of any inconsistency between the English, Sinhala and Tamil texts of this document, the English text shall prevail.