

Annexure 1: Contract between Merchant and iPay88 (M) Sdn Bhd



IPAY88 RETAIL FEE STRUCTURE

New	✓	Existing		Application Date	2	0	/	0	7	/	2	0	2	5
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Merchant require do complete below		Quantity
Package Plan	Own Merchant - Kiosk / POS	1
Merchant Code		
Merchant Name		
Sales Person Name		

eWallet / QR Payment	MDR	Type	Enable	Type	MDR	Type	Enable
WechatPay CN	1.00%	Merchant Scan	✓	Mcash	1.00%	Merchant Scan	✓
Alipay+	1.20%	Merchant Scan	✓	SetelPay	1.50%	Merchant Scan	✓
Boost	1.00%	Merchant Scan	✓	ShopeePay	1.00%	Merchant Scan	✓
DuitNowQR	1.00%	User Scan	✓	Touch' N Go eWallet	1.10%	Merchant Scan	✓
GrabPay	1.00%	Merchant Scan	✓	UnionPayQR	1.50%	Merchant Scan	✓
MaybankQR (MAE)	1.00%	Merchant Scan	✓				

Payout Term	Description
T+2 Working day	The settlement cut-off time will be by daily basis. iPay88 will deposit the settlement sum on next 2 working days into merchant designated bank account. If the settlement date fall on non-working day, will be settled on next working day.

Term & Condition
1) All fees are not refundable unless application is rejected.

Merchant Acknowledgement	
Merchant	iPay88 (M) Sdn Bhd
Authorized Signature & Company Stamp	Authorized Signature
Name:	Name:
Designation:	Designation:
Date:	Date:



GENERAL GUIDE FOR HANDLING OF DISPUTE / CHARGEBACK OF OFFLINE TRANSACTION

Company Name : _____

Store Location : _____

Date : _____

The purpose of this form is to assist merchant to have a better understanding on how to handle E-wallet/ card transactions complaint, dispute, chargeback & fraud.

This acknowledgement form should only be served as a guide during its dispensing. The handling procedure and the required supporting documents may vary from time to time in accordance with the change of the E-wallet/Card Acquirer & Card Brand associations rules.

A. Handling & Prevention of Complaint / Dispute / Chargeback / Fraud	Acknowledgement (Please tick ✓)
1. Merchant shall revert whether to refund or to submit the supporting documents within 5 business days to defend the claim, complaint or dispute before the due date to avoid anychargeback.	<input type="checkbox"/>
2. Example of supporting documents required for both sales of physical products and services includes but not limited to: - Sales invoice/ Receipt (Refer to Appendix 1a & Appendix 2a) - Terminal receipt (Refer to Appendix 1b & Appendix 2b) - Acknowledgement form/receipt with cardholder’s signature (for card transaction) & customer’s signature (for e-wallet transaction)	<input type="checkbox"/>
3. In the event of merchant unable to provide any supporting documents as stated in item 2 or the provided supporting documents failed to prove for the transaction authorization and / or delivery of goods / services, CCTV images or video may be provided (subject to Acquirer’s acceptance)	<input type="checkbox"/>
4. Merchant shall keep all the supporting documents for at least 1 year from the date of transaction for document retrieval purpose & submit to iPay88 upon request. Settlement shall be performed daily or the latest by next calendar day to avoid any disputes of ‘Late Presentment’.	<input type="checkbox"/>
5. Merchant shall be fully responsible for all complaint, dispute, chargeback & fraud transactions.	<input type="checkbox"/>

B. Merchant’s Acknowledgement	
Name:	Signature & Company Stamp:
Position:	
Date:	
Remarks:	

Risk/Dispute/Offline/Ver2/20210423



iPAY88 RETAIL APPLICATION FORM

NOTE: Please fill up this service application form **IN FULL!** Incomplete application will not be processed.

A. TYPE OF APPLICATION

Type of Application	<input type="checkbox"/> New Merchant	<input type="checkbox"/> iPay88 Existing Merchant
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B. GENERAL INFORMATION

Payment Option	<input type="checkbox"/> Alipay	<input type="checkbox"/> Boost	<input type="checkbox"/> SetelPay	<input type="checkbox"/> MCash	<input type="checkbox"/> UnionPay QR
	<input type="checkbox"/> WeChatPay CN	<input type="checkbox"/> GrabPay	<input type="checkbox"/> TouchN' Go	<input type="checkbox"/> DuitNow	<input type="checkbox"/> UnionPay Card
	<input type="checkbox"/> WeChatPay MY	<input type="checkbox"/> Shopee Pay	<input type="checkbox"/> Maybank QR		
	<input type="checkbox"/> Visa/Master	<input type="checkbox"/> Others			

A/C Manager (Sales Person)		Reseller	
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C. COMPANY PROFILE

Company Name			
Company Registration No.		MSIC Code	
SST Registration No.		Tax Identification No. (TIN)	
Type of Business	<input type="checkbox"/> Individual	<input type="checkbox"/> Sole Proprietor	<input type="checkbox"/> Partnership Sdn Bhd <input type="checkbox"/> Bhd <input type="checkbox"/> Others
Company Address			
Office Contact No,		Company Email Address	

D. CONTACT PERSON

Transaction Notification		Technical & Integration	
Name		Name	
Designation		Designation	
Email Add.		Email Add.	
Contact No.		Contact No.	
Announcement/Maintenance Alert/Fraud & Dispute		Sales & Marketing	
Name		Name	
Designation		Designation	
Email Add.		Email Add.	
Contact No.		Contact No.	
Finance & Settlement		E-Invoicing	
Name		Name	
Designation		Designation	
Email Add.		Email Add.	
Contact No.		Contact No.	

E. OUTLET DETAILS

Store Name	Phone Number	PIC	Email	Store Location

Products Sold / Service Offered		Products/Services Price Range (MYR)	
Is Sales Receipt/Invoice issued?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Current Monthly Sales or Forecast (MYR)	

F. DETAILS ON COMPANY BANK ACCOUNT			
Bank Name		Account No.	
Account Holder Name			
Bank Branch			
Swift Code (if any)			
iPay88 Settlement Notification being sent to			

G. ACKNOWLEDGEMENT			
<p>1. I / We confirm that the information given herein by me is true and correct. I understand & must provide written notice to iPay88 (M) Sdn Bhd (iPay88) on any change of information as bound by this application. I/We further agree that iPay88 reserves its right not to accept this change without providing any reason and may lead to termination of the merchant agreement.</p> <p>2. I / We understand that iPay88 may decline this application without giving any reason whatsoever.</p> <p>3. I / We have read, understand & bound to all clauses stated in the merchant agreement as spelled out and published at https://www.ipay88.com/terminal-agreement/ and acknowledge that these clauses may be modified by iPay88 from time to time. I shall always keep myself updated on any modified clauses by visiting the above URL.</p> <p>4. I / We hereby authorize iPay88 to obtain any credit information related to my / our company credit application from the credit reporting agencies, credit bureau and any other bodies or authorities as iPay88 may deem fit under any applicable law, regulation, guidelines, regulatory requirement or directive in respect of this application.</p> <p>5. I / We hereby give consent to iPay88 for disclosure of information relating to my / our personal and / or company's particulars, dealings and credit standing which may be in iPay88 possession in connection with this application or any other facilities which I / We and our company may have obtained from iPay88 to the credit reporting agencies, credit bureau and any other bodies or authorities as iPay88 may deem fit under any applicable law, regulation, guidelines, regulatory requirement or directive which may at the material time be conducting a credit check on me / us and our company.</p> <p>6. I / We agree to accept the Fee, Rate & Service Charge that have been offered by iPay88 as per Annexure(s) attached and iPay88 reserves its right to change the said Fee, Rate & Service Charge by giving one 30 days written notice.</p> <p>7. I / We confirm & agree not to make any change and / or new add in of Product(s) sold / Service(s) offered that is different from this application. In the event of change and / or new add in of Product(s) / Service(s) I / We must give thirty (30) days prior written notice to iPay88 and understand this request shall be deemed as a new application. iPay88 shall at its sole discretion to reject or accept this new application by revising the Fee, Rate & Service Charges offered herein.</p> <p>8. I / We further undertake that I / We shall not involve in the prohibited / restricted industry as attached in Appendix B.</p> <p>9. I / We agree to accept all Terms and Conditions that accompany the usage of service(s). These terms and conditions are subjected to be revised by iPay88 and I will be notified in a manner as iPay88 deems appropriate.</p> <p>10. I / We shall not charge any service fee or settlement fee to user.</p> <p>11. I / We shall not restrict user from using any e-wallet services to make payment including charging a minimum or maximum purchase amount.</p> <p>12. I / We shall maintain the receipt for 5 years after the completion of the transaction.</p> <p>13. I / We have read and accepted the terms in iPay88 Privacy Policy as spelled out and published at https://www.ipay88.com/privacy-policy/.</p> <p><input type="checkbox"/> I / We consent to disclose my/our Personal Data to receive marketing and promotional through SMS, e-mails, telemarketing call, mailers, brochures and any other mode of communications from iPay88 and/or related and/or associate company with the iPay88 Group, iPay88's business partners or which has contractual relationship with iPay88. In the event that I / We do not wish to receive such marketing and promotional calls and materials, I may opt out at any time by calling iPay88 Customer Care Line at +603 2261 4668 or email to support@ipay88.com.my.</p> <p><input type="checkbox"/> I / We agree to register with the FinMatch portal, a service provided by iPay88 to its merchants. This registration does not obligate me / us to accept any credit or loan facilities but offers access to future financing opportunities through iPay88's loan provider partners. Click here to learn more about the FinMatch Product: iPay88 - FinMatch - For quick, easy, & hassle-free business funding</p>			

Authorised Signature		Official Company Stamp
Name		
Designation		
Date		

iPay88 Malaysia
Suite 2B-20-1, 20th Floor, Block 2B, Plaza Sentral
Jalan Stesen Sentral 5, 50470 Kuala Lumpur
Phone: +60322614668 Fax: +60322614663
Email: support@ipay88.com.my