



AMERICAN EXPRESS  
GLOBAL MERCHANT SERVICES

**Helping you do  
more business**

[AMERICANEXPRESS.COM.SG/MERCHANT](https://AMERICANEXPRESS.COM.SG/MERCHANT)

AMERICAN  
EXPRESS

®

American Express® Card Members' average monthly spend on credit cards is 2.2 times more than Non-Card Members per month (S\$3,662 versus S\$1,290)\*. Corporate and small business Card Members are typically mandated to use our Cards, and many of our 91 million international Card Members prefer to use our Cards when travelling.

As an accepting merchant, we are here to help you to engage and serve your existing and potential customers, create efficiencies within your business and identify future growth opportunities.

## Application Checklist

### **Before returning this application, please check that you have:**

- 1) All fields mandatory unless otherwise stated.
- 2) Enclosed a copy of a voided cheque, a bank printed deposit slip or a bank statement as documentary support.
- 3) Attached a copy of your Business Profile from ACRA Biz file and NRIC, passport or FIN identification of all authorised signer and beneficial owners along with any other supporting documents (if required).
- 4) Signed and dated this form.

### **Upon approval of this application, please do look forward to the following:**

- The delivery of American Express' Welcome Pack & Point of Purchase (POP) materials to your establishment
- A terminal enablement visit from an appointed vendor
- An email from American Express to your registered email address with your User ID & Password to access your Online Merchant Service (OMS) account any day and at any time
- A welcome call from an American Express Merchant Services representative

\*Source: American Express commissioned internet panel survey conducted in December 2015 - January 2016 based on purchases made in the 6 months prior to the survey. Definition of American Express® Card Members: Respondents who reported that they have an American Express Card and that they used that Card to make purchases in the prior 6 months. Definition of Non-Card Members: Respondents who reported that they do not have any type of American Express Card and that they used Visa, MasterCard, Diners Club, JCB, China Union Pay, debit card, cash/cheque or payment services (e.g. PayPal) to make purchases in the 6 months prior.

### **SERVICE NUMBERS**

American Express is dedicated to servicing our merchant partners. If we can assist you in any way, please call one of the appropriate numbers listed below:

- 24-Hour Authorisation            1800-737 8188
- All Other Matters                    1800-235 6755

# Merchant Card Acceptance Form



GLOBAL MERCHANT SERVICES

Merchant Number 9 8 0 Merchant Fees    .    %

## Merchant Business Information

Registered Name (as in ACRA)

Trading Name (If different from Registered Name)

URL (If Online Merchant)

Entity Type:  Public Company  Government Body  Private Limited Company  Partnership  Foreign Company  
 Sole Proprietor  Charity  Trust  Society  
 Other please specify

Registered Address

Postal Code  Country

Principal place of Business (If different from Registered Address)

Postal Code  Country

Correspondence Address (If different from Principal place of Business)

Postal Code  Country

Business Telephone  Contact Name  Contact No.  Fax

Business Email Address

Business Registration Number  GST Number

Industry Type

Place of Incorporation  Date of Incorporation  /  /   
DD MM YYYY

Old Merchant Number (Change of ownership only)  Date Changeover Effective  /  /   
DD MM YYYY

## Payment

Payee Name

Payment Address (If different from principal place of business)

Postal Code  Country

## Direct Credit

(Please provide a copy of bank support – Cheque/ Bank Statement)

Bank Name

Bank ID/BSB  Account Number

## Statement

By electronic (Online Merchant Services (OMS) Payment Reconciliation)  By post (  monthly /  weekly)

## Resolve Disputes

Tick here if you would like to manage Card Member disputes online.

By selecting this box, I understand I will be managing all disputes raised online through the Merchant Website and will no longer receive paper dispute notifications.

Email Addresses for receiving online dispute notifications (more than one recipient for dispute notifications is recommended):

Email 1:

Email 2:

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## Submission

Terminal Enablement

American Express Terminal  Bank Terminal Bank Name  Bank Merchant No.

Installation  (Re)Programming  Retrieval Date  /  /  Time: From  :  hrs To  :  hrs  
DD MM YYYY

Existing Terminal Installed:  Yes  No Terminal Provider (Bank Terminal Only)

No. of Terminals  Terminal IDs  (Please attach any add. IDs separately)

Programming Options:  Manual Allowed  Refunds  Tips  Void  Pre-Auth  4DBC Enablement  Contactless

No Signature  Extended Payment Plan Remarks

Contact Person for Installation  Contact No.  Mobile

Online Enablement (American Express representative will contact you separately for online enablement process)

**Safekey**

Technical Contact  Contact No.  Mobile

Email Address

Payment Gateway

Remarks (If any)

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## Authorised Signatories

Please provide board resolution or power of attorney to confirm the following individual(s) are authorised to act on your behalf. Please provide Identification proof. For non-Singaporean/PR please also provide address proof.

### Primary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify)

Given Name/s (As per your ID)  Surname (As per your ID)

Alias Name if any (As per your ID)

Business Title  Contact No. (Optional)

Home Address

Postal Code  Country

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify)

ID Document Number

Nationality  D.O.B  /  /   
DD MM YYYY

### Secondary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify)

Given Name/s (As per your ID)  Surname (As per your ID)

Alias Name if any (As per your ID)

Business Title  Contact No. (Optional)

Home Address

Postal Code  Country

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify)

ID Document Number

Nationality  D.O.B  /  /   
DD MM YYYY

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## Beneficial Owner (Individuals)

Beneficial Owner means an individual who has ultimate ownership or control over the entity as follows:

- a) Owns 25% or more of the entity's shares and/or voting rights, taking into account any aggregated ownerships for companies with cross-shareholdings; or
- b) Does not meet the above threshold, but controls the entity (e.g. CEO, MD, etc); or
- c) Obtaining a declaration on the identity of and the information relating to the beneficial owner if the beneficial owner is not based in Singapore.

Listed Company Stock Exchange/Stock Code: \_\_\_\_\_

### Beneficial Owner 1

Ownership (Percentage of Shares %) \_\_\_\_\_

Same as:  Primary Signatory  Secondary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify) \_\_\_\_\_

Given Name/s (As per your ID) \_\_\_\_\_ Surname (As per your ID) \_\_\_\_\_

Alias Name if any (As per your ID) \_\_\_\_\_

Home Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Country \_\_\_\_\_

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify) \_\_\_\_\_

ID Document Number \_\_\_\_\_

Nationality \_\_\_\_\_ D.O.B \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
DD MM YYYY

### Beneficial Owner 2

Ownership (Percentage of Shares %) \_\_\_\_\_

Same as:  Primary Signatory  Secondary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify) \_\_\_\_\_

Given Name/s (As per your ID) \_\_\_\_\_ Surname (As per your ID) \_\_\_\_\_

Alias Name if any (As per your ID) \_\_\_\_\_

Home Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Country \_\_\_\_\_

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify) \_\_\_\_\_

ID Document Number \_\_\_\_\_

Nationality \_\_\_\_\_ D.O.B \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
DD MM YYYY

### Beneficial Owner 3

Ownership (Percentage of Shares %) \_\_\_\_\_

Same as:  Primary Signatory  Secondary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify) \_\_\_\_\_

Given Name/s (As per your ID) \_\_\_\_\_ Surname (As per your ID) \_\_\_\_\_

Alias Name if any (As per your ID) \_\_\_\_\_

Home Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Country \_\_\_\_\_

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify) \_\_\_\_\_

ID Document Number \_\_\_\_\_

Nationality \_\_\_\_\_ D.O.B \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
DD MM YYYY

### Beneficial Owner 4

Ownership (Percentage of Shares %) \_\_\_\_\_

Same as:  Primary Signatory  Secondary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify) \_\_\_\_\_

Given Name/s (As per your ID) \_\_\_\_\_ Surname (As per your ID) \_\_\_\_\_

Alias Name if any (As per your ID) \_\_\_\_\_

Home Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Country \_\_\_\_\_

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify) \_\_\_\_\_

ID Document Number \_\_\_\_\_

Nationality \_\_\_\_\_ D.O.B \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
DD MM YYYY

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## Connected Party

Individual that has executive authority such as a director, chairman, CEO, CFO or managing partner

Same as:  Primary Signatory  Secondary Signatory

Title  Mr  Mrs  Miss  Ms  Other (Please Specify) \_\_\_\_\_

Given Name/s (As per your ID) \_\_\_\_\_ Surname (As per your ID) \_\_\_\_\_

Alias Name if any (As per your ID) \_\_\_\_\_

ID Document Type  NRIC  Passport Number  FIN  Other (Please Specify) \_\_\_\_\_

ID Document Number \_\_\_\_\_

## Declaration

We acknowledge that we have received a copy of the American Express Terms and Conditions for Card Acceptance ("Terms") which are also available online at [americanexpress.com.sg/merchant/termsandconditions](http://americanexpress.com.sg/merchant/termsandconditions) and we have fully read and understood and we agree to be bound by all Terms. The individual/s signing on behalf of the organisation represents and warrants that he/she has authority to do so and agree and consent to the collection, use and disclosure of his/her, beneficial owner/s and connected party/ies personal information by American Express, its affiliates and third party business partners for the purposes of (i) assessing this Application and conducting checks on the Merchant; (ii) detecting and preventing fraud or criminal activity; (iii) managing risks relating to the business of American Express including credit risk, fraud risk and operational risk; (iv) use it in other way as permitted by or to comply with legal and regulatory requirements; and (v) any other purposes relating to the maintenance of the Merchant Account. The foregoing may be undertaken within and outside Singapore in respect of any of your locations. This includes processing the aforementioned personal information in the USA

• Signature \_\_\_\_\_ Signature \_\_\_\_\_ • Date DD / MM / YYYY  
(Primary Authorised Signatory only) (Secondary Authorised Signatory only)

Relationship Manager \_\_\_\_\_ Contact No. \_\_\_\_\_ Signature \_\_\_\_\_

# Official use only

Merchant Number 9 8 0

## Agreement

Agreement Code  Industry Code  Country Code  Role Type  Desc. Bill Code   
Desc. Bill Name   
Exp. Business Volume  Average ROC size

## Hierarchy – Relationship

Hierarchy Level  x Ref Code   
Relationship Type  x Ref Code   
Mirror SE#

### Central Pay Only

Settlement A/C Name  Payee Merchant No.

## Signing

Signing Sales Rep  Signing Reason  Set Up Type  Servicing Rep  -

## Payment

Speed of Pay  NBDP  2BDP  4BDP  7DP  30DP Pay Plan Code   
Base Discount Rate  .  % Net Discount Rate  .  % American Express Bank Code

### Settlement Medium

	S\$	US\$
CHEQEXP/CHEQUE	<input type="checkbox"/> 238	<input type="checkbox"/> 242
Direct Credit BSB 7375/2902	<input type="checkbox"/> 238	
Direct Credit BSB 7339/7171	<input type="checkbox"/> 1068	
Direct Credit BSB 7454	<input type="checkbox"/> 241	
Direct Credit BSB (none of the above)	<input type="checkbox"/> 241	

## Addenda

Addendum

- SRDC 1 (RDR for SGD)
- SIT00 (online/e-commerce)
- SKFRA (Safekey - SGD)
- SFUSD (Safekey - USD)
- SSMP1 (SMP - Restaurant)
- SSMP2 (SMP - Retail)

## Acknowledgement

I have conducted a site visit at the above-stated Principal place of Business on  /  / , and met Mr / Mrs / Miss / Other   
DD MM YYYY

Name  Business Title

I have complied with Appendix A of the Global Merchant Acquisition Policy and have sighted, obtained and attached the necessary supporting documents.

Signing Salesperson

Date  /  /   
DD MM YYYY

# Singapore-issued American Express Cards

## CONSUMER CARDS

### American Express Issued Cards

#### Premium Charge Cards



The Centurion<sup>®</sup> Card



The American Express<sup>®</sup> Platinum Card

#### Other Charge Cards



The American Express<sup>®</sup> Gold Charter Card



The American Express<sup>®</sup> Gold Charge Card



The American Express<sup>®</sup> Personal Charter Card



The American Express<sup>®</sup> Personal Card

#### Credit Cards



The American Express<sup>®</sup> Platinum Reserve Credit Card



The American Express<sup>®</sup> Platinum Credit Card



The American Express<sup>®</sup> True Cashback Card



American Express<sup>®</sup> CapitaCard



The American Express<sup>®</sup> Gold Credit Card



The American Express<sup>®</sup> Rewards Card



The American Express<sup>®</sup> Blue Credit Card

#### Co-brand Cards



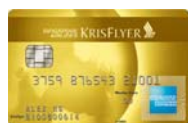
The American Express<sup>®</sup> Singapore Airlines Solitaire PPS Credit Card



The American Express<sup>®</sup> Singapore Airlines PPS Club Platinum Credit Card



The American Express<sup>®</sup> Singapore Airlines KrisFlyer Ascend Credit Card



The American Express<sup>®</sup> Singapore Airlines KrisFlyer Gold Credit Card



The American Express<sup>®</sup> Singapore Airlines KrisFlyer Credit Card

### Partner/Bank Issued American Express Cards

#### DBS



DBS Treasures Black Elite American Express<sup>®</sup> Card



DBS Altitude American Express<sup>®</sup> Card



DBS Black American Express<sup>®</sup> Card



DBS Black American Express<sup>®</sup> Card



DBS Takashimaya Platinum American Express<sup>®</sup> Card

#### UOB



UOB PRVI Miles Platinum American Express<sup>®</sup> Card



UOB PRVI Miles Platinum American Express<sup>®</sup> Card



UOB PRVI American Express<sup>®</sup> Card

#### Citibank



Citi PremierMiles American Express<sup>®</sup> Card

## BUSINESS SOLUTIONS



The American Express<sup>®</sup> Gold Corporate Credit Card



The American Express<sup>®</sup> Green Corporate Credit Card



The American Express<sup>®</sup> Gold Business Card