MERCHANT OPERATIONS
10 TOH GUAN ROAD
#05-07 JURONG GATEWAY
SINGAPORE 608838
EMAIL: RETAILMERCHANT@DBS.COM

Merchant Name : _____ Contact Name: _____

Merchant ID : _____ Contact Number: _____(office)

_____(mobile)

Please select where applicable

Update/Maintenance Request

Effective Date: _____

☐ **Company's Name (No change in ROC)** ☐ **Crediting to DBS/POSB Account**

**Please provide a copy of ACRA for verification*

Existing Details : _____ New Details : _____

☐ **Mailing Address** ☐ **Outlet Address** ☐ **Terminal Receipt Address** ☐ **All Addresses**

Existing Mailing/Outlet/Receipt Address

Road Name : _____

Building Name : _____

Unit Number : _____ S( )

New Mailing/Outlet/Receipt Address

Road Name : _____

Building Name : _____

Unit Number : _____ S( )

☐ **Change Terminal Model** ☐ **Change Vendor** ☐ **DBA/Receipt Name** ☐ **Terminal Settings** ☐ **Add Facility/PayNow Services**

Terminal ID : _____ New Details : _____

(For PayNow Svcs, to indicate PayNow Org ID & Proxy)

New/Add/Temporary Request

0 **Wired** 0 **Wireless**

☐ **New Outlet** ☐ **Additional Terminal** ☐ **Temporary Terminal**

Merchant ID : _____

Installation Address: _____

_____ S( )

Installation Date : _____

Crediting Account : _____

Temp Retrieval Date and Time: _____ Time: Anytime(9am-6pm)

Receipt Header : _____

Installation Contact: _____

Contact Number : _____

Other Facility : ☐ AMEX ☐ DINERS

Temp Retrieval Address: _____

_____ S( )

Add MID/TID for E-commerce ONLY

0 **MID** 0 **TID**

Existing MID : _____

Crediting Account: _____

New URL Link : _____

Facility Type : _____

DBA Name : _____

Transaction Currency: _____

Settlement Currency : ☐ SGD ☐ USD (only applicable for eNETS / Wirecard)

Termination Request

☐ **Cease Business Operation** ☐ **Switch Acquiring Bank** ☐ **Change in Management**

☐ **Others:** _____

Merchant ID : _____

Terminal ID : _____

Contact Person : _____

Retrieval Address : _____

_____ S( )

Retrieval Date : _____ Time: Anytime(9am-6pm)

Contact Number : _____

To Note:

i. A programming fee per terminal will be chargeable by Vendor for any programming done on Card Terminals.
ii. For Company's Name / Crediting Account / Change of Mailing address authorized signature must be as per Bank Account Mandate.
iii. For other requests, authorized signature must be Company's Director or as per Bank Account Mandate.
iv. Additional one-time setup fee / annual fee may be imposed by DBS Bank for each request. Fees will be debited from existing Crediting Account upon acceptance.
v. DBS Bank reserves the rights to vary Merchant Discount Rate (MDR) for each request.
vi. Please scan completed form to retailmerchant@dbs.com for processing. DBS will response your request within 5 working days upon receipt.

Authorised Signature/Company's Stamp

DATE:_____

Authorised Signature/Company's Stamp

DATE:_____