



Partner Merchant Acceptance Policy

1. Offline Merchant Criteria

General Retail (e.g., Clothing, Footwear):

KYC Requirements: Business registration documents, valid government-issued ID of the owner(s), proof of business address.

Compliance: Basic KYC.

Adult-Related Businesses (e.g., Adult Retailers, Licensed Adult Services, Strip Clubs):

KYC Requirements: Business registration and proof of licensing, valid government-issued ID of the owner(s), compliance certificates, criminal background checks for the owners.

Compliance: Enhanced KYC, legal compliance with adult industry regulations.

Nightlife Venues (Bars, Clubs, Entertainment Venues):

KYC Requirements: Business registration and proof of operating license, government-issued ID of the owner(s), proof of physical location (utility bill, lease agreement).

Compliance: Standard KYC, higher scrutiny for venues with large cash flow.

2. Online Merchant Criteria

Travel (Agencies, Tour Operators):

KYC Requirements: Business registration documents, proof of travel agency license (if applicable), proof of operational years (at least 1-2 years).

Compliance: Standard KYC.

Nutraceuticals & Pharmaceuticals (Licensed Products):

KYC Requirements: Business registration and proof of pharmaceutical license, government-issued ID of the owner(s), proof of product legitimacy (third-party testing reports).

Compliance: Enhanced KYC.

Adult Entertainment (e.g., Streaming Platforms, Content Creators):

KYC Requirements: Business registration and proof of legal adult compliance, ID verification for all content creators, criminal background checks for all parties involved.

Compliance: High-risk KYC, background checks required.

CBD (Merchants Selling CBD Products):

KYC Requirements: Business registration and proof of compliance with CBD regulations, proof of product sourcing and certifications, lab testing certificates for CBD products.

Compliance: Enhanced KYC, documentation for product legitimacy required.

AI (Mainstream and Adult-Focused AI):

KYC Requirements: Business registration documents, intellectual property (IP) documentation for AI products, data protection compliance (e.g., GDPR).

Compliance: Standard KYC, additional checks for data privacy compliance.

EdTech (Educational Technology Services):

KYC Requirements: Business registration and proof of educational licensing (if applicable), accreditation or proof of partnerships with educational institutions.

Compliance: Standard KYC.

Subscription-Based Products (Recurring Billing Models):

KYC Requirements: Business registration and proof of subscription business model, financial statements showing transaction history, chargeback ratios below 0.9% as per Visa's VAMP requirements.

Compliance: High-risk KYC, must adhere to VAMP guidelines.

Dating Services (Online Platforms, Matchmaking):

KYC Requirements: Business registration and proof of platform legitimacy, ID verification for users (age, location), proof of operational history and transaction metrics.

Compliance: Standard KYC.

Vape and E-Cigarettes (Merchants Selling Vape Products):

KYC Requirements: Business registration and proof of compliance with local regulations, proof of sourcing from certified manufacturers, age verification procedures.

Compliance: Enhanced KYC, proof of legal sourcing and age verification required.

3. High-Risk Merchant Criteria for Partners

Minimum Transaction Volume: High-risk merchants must meet a minimum monthly volume of 100,000 EUR. However, we may consider onboarding merchants with lower volumes if they meet the following criteria:

- Strong financial balances.
- Proven industry knowledge.
- Low-risk business models (e.g., POS/mPOS merchants with history of growth).
- Business history demonstrating positive growth.

Chargeback Limits: **Chargebacks must remain below 0.9%**, in strict adherence to Visa's VAMP guidelines. We no longer accept merchants with chargeback ratios above this threshold and will not entertain any merchants that cannot comply.

Enhanced KYC: Business registration and proof of compliance with industry regulations, documentation verifying transaction history and chargeback history, criminal background checks for owners and key personnel, sourcing documentation (for pharmaceuticals, CBD, or adult services), continuous fraud detection and transaction monitoring.

Geographic Limitations: We only onboard merchants located in Europe, the EEA, the United Kingdom, and North America.

4. Third-Party Integrations and Payment Methods

We offer a wide range of third-party integrations and payment methods for merchants, including:

- Payment Gateways: Integrations with popular gateways such as Visa, Mastercard, and, on a case-by-case basis, American Express, JCB, Discover, and many local payment methods.
- Local Payment Methods: We offer local payment methods tailored to specific regions, helping merchants cater to local market preferences and enhance conversion rates.
- Cryptocurrency: FastoPayments supports cryptocurrency payment options, enabling merchants to accept payments in Bitcoin, Ethereum, and other popular digital currencies.
- Mobile Wallets: We integrate with mobile wallets like Apple Pay, Google Pay, and other alternatives to provide convenience for users.

5. Fee Structure and Tiered Pricing

We do not have a fixed fee structure, as fees are determined by factors such as transaction volumes, chargeback rates, and merchant history. However, we work in tiers for new merchants, meaning:

- New merchants are onboarded with higher fees initially.
- As the merchants' volume and compliance improve, we lower fees to incentivize growth and maintain a long-term relationship.

6. Partner Dashboard and Communication

All partners are provided with access to our partner dashboard, which includes:

- Easy integrations with payment solutions and gateways.
- Simplified communication: Partners can manage everything through our platform, including messaging, chat, and calling us directly.
- 24/7 Availability: Our team is available to help whenever necessary, ensuring smooth operation for partners.
- Weekly Monitoring: We monitor all merchants weekly to ensure they are compliant with FastoPayments' policies and provide assistance where necessary.

7. Geographical Limitations

We currently onboard merchants located in the following regions:

- Europe (including the EEA).
- North America.
- United Kingdom.

We may consider expanding to other regions in the future, depending on regulatory compliance and market conditions. However, for now, we limit onboarding to these regions to ensure regulatory adherence and efficient management.

8. Customer Support Availability

FastoPayments provides 24/7 support to our partners, ensuring they have access to assistance whenever needed. However, after 7:00 PM and before 10:00 AM, support is limited to very important cases. Here's how we manage support availability:

- Business Hours (10:00 AM to 7:00 PM): Partners can reach us for any issues via our platform's messaging system, chat, or phone. During these hours, we ensure timely responses to all queries.
- After-Hours Support (7:00 PM to 10:00 AM): We provide support for urgent and critical cases only, such as significant service disruptions, compliance issues, or security threats.
- Urgency Criteria:

Important cases: Critical issues that affect the service, security, compliance, or overall operation of merchant accounts.

Non-urgent cases: Routine inquiries, technical issues that do not disrupt operations, or general support requests.

9. Dispute Resolution and Chargeback/Fraud Management

FastoPayments works with acquiring partners to handle chargebacks and fraud cases. If chargeback or fraud issues arise, our role is to assist in prevention and resolution where applicable, but only in certain circumstances. Here's how the process works:

- Merchants Signed Up via Our Partner: If the merchant is signed up through one of our partners, FastoPayments can assist in resolving chargebacks or fraud issues by providing support, insights, and guidance to mitigate the situation.
- Merchants Not Signed Up via Our Partner: If the merchant is not signed up via FastoPayments or one of our partners, we do not have direct influence over the chargeback or fraud resolution process. In such cases, the merchant must work directly with their acquiring bank or payment processor to resolve these issues.
- Chargeback Prevention: We offer assistance with chargeback prevention strategies to help merchants stay within acceptable chargeback limits and avoid penalties.
- Appeals Process: If a chargeback or fraud case is escalated, merchants (who are signed up through our partner network) can follow an appeal process to resolve the issue.

10. Intellectual Property and Brand Use

All partners are welcome to use FastoPayments' branding materials (logos, images, etc.) to promote our services, provided it is done in good taste and does not damage or misrepresent our brand. Partners may use our branding in their marketing materials, advertising, and promotions as long as the use aligns with the following guidelines:

- Good Taste: Any use of our brand should be professional, respectful, and appropriate for all audiences.
- Non-Damaging: Our branding should not be associated with any illegal, unlicensed, or shady activities.
- Approval Not Required: Partners do not need pre-approval to use our branding in general promotional materials, as long as it complies with the above guidelines. However, for substantial campaigns or public-facing media, we request that partners consult us.

11. Merchant Termination

Merchants may be terminated if they violate the terms of their contract with FastoPayments or the acquiring partners. Violations include, but are not limited to:

- Non-compliance with chargeback limits.
- Failure to meet regulatory requirements.
- Engagement in illegal activities.

12. Illegal and Unlicensed Activities

We do not condone illegal or unlicensed businesses, nor do we accept shady or aggregated solutions for any business models. All merchants must be fully compliant with local and international regulations.