

INDIVIDUAL AGENT APPLICATION FORM | A-1

Bills Payment | Prepaid Credits and Airtime Load |

PERSONAL DETAILS		
Last Name	First Name	Middle Name
Permanent Address		Birth Date
Present Address		Place of Birth
Source of Income		Nationality
Occupation	Company	
Mobile Number and Telephone Number	Email Address	
TIN # / SSS # / GSIS #	Civil Status	

SETTLEMENT ACCOUNT INFO	
<i>(pls nominate 1 bank for settlement purposes and e-wallet in the absence of Bank Account)</i>	
Depository Bank	Branch Address
Account Name	Account Number
Card Number	Card Holder Name

PARTNER DECLARATION		
<p><i>I hereby confirm that the above information is true and correct and I have read the Pisopay Individual Agent Service Agreement stated on the Form A-2, which I agree to abide by affixing my signature hereunder. I also hereby authorize Pisopay.com, Inc. to install necessary Pisopay.com merchandising materials in my outlet. I undertake to inform Pisopay.com, Inc. of any changes in the above information.</i></p>		
_____	_____	_____
Name and Signature	Designation	Date

TO BE FILLED UP BY A REPRESENTATIVE OF PISOPAY.COM, INC.	
<input type="radio"/> Existing Partner <input type="radio"/> New Partner	Endorsed by: _____ Date: _____
Submitted Requirements:	
<input type="radio"/> Originally Signed Agent Application and Agent Service Agreement Form <input type="radio"/> 2 Valid IDs <input type="radio"/> Brgy. Clearance or NBI Clearance	<input type="radio"/> Sketch of Location <input type="radio"/> Store Front Photo <input type="radio"/> Mayor's Permit or Business Permit <i>(if applicable)</i>
<p><i>I have checked and verified the supporting credit requirements against the original documents and found them to be authentic and in accordance with Pisopay.com, Inc. requirements.</i></p>	
Approved By: _____	Date: _____
Registered By: _____	Date: _____

Name and Signature

PISOPAY.COM AND INDIVIDUAL AGENT SERVICE AGREEMENT | A-2

Bills Payment | Prepaid Credits and Airtime Load |

This Agreement shall govern the relationship between PISOPAY.COM INC., (PISOPAY.COM), and the Pisopay Individual Agent (PIA):

I. Services to be offered

PISOPAY.COM authorizes the PIA to offer the services enumerated below and the PIA undertakes to strictly adhere to the applicable service fees provided by PISOPAY.COM to be collected from the customers.

Products and Services:

- A. Sell Prepaid Load/ Credits (Airtime Load, Gaming Pins, etc.)
- B. OTC Bills Payment
- C. OTC Payment Collection for Pisopay.com

2. More complex issues such as, but not limited to those listed below must be elevated to PISOPAY.COM.

- Non-receipt of Transaction Result
- Request for Suspension of PIA Merchant Account
- Request for Reactivation of PIA Merchant Account
- Request for Adjustment of PIA merchant account for expired/terminated accounts
- Change PIA Wallet

II. Use of Pisopay.com Partner Agent Wallet

- A. The PIA shall have a "Partner Agent Wallet" to be assigned by Pisopay.com. The Partner Agent Wallet where all commissions for every successful transaction will be credited.
- B. The Partner Agent Wallet shall be pre-funded. Please refer on attached "Form A-2.1" for the procedure.
- C. The Partner Agent shall pay PISOPAY.COM for every Airtime Load purchase, E-pins purchases, payments shall be debited to Pisopay.com real-time once transaction is successful thru auto-debit function of the PIA Agent Wallet.
- D. PIA shall NEVER transfer, sell, assign its Pisopay.com Partner Agent Wallet without the written formal approval of PISOPAY.COM. PIA shall be fully responsible and accountable in using its wallet for its agreed purpose provided in this agreement. Any transactions triggered by the registered wallet shall be assumed processed and with full consent of the PIA.
- E. Each PIAs will have assigned credentials

E. Promotional Cooperation

1. The PIA shall participate in all applicable promotional efforts conducted by PISOPAY.COM.
2. The PIA must seek approval from PISOPAY.COM before implementing any PIA specific promotional or marketing activities related to PISOPAY.COM.

IV. PISOPAY.COM Commitments

The PIA will enjoy the following benefits as specified below.

A. Commissions and Settlement Schedules

PISOPAY.COM agrees to pay the PIA the transactional revenues for the following services, please refer on item C under Pisopay.com Commitments for the commission scheme.

- OTC Bills Payment
- Sell Airtime Load
- Sell Other Prepaid Credits
- OTC Payment Collection for Pisopay.com

B. Service Fees

PIA agrees to pay PISOPAY.COM the corresponding agreed service fees specified on Item C below, in real-time for every successful transaction made by the PIA to its branch/outlet. The settlement/payments shall be automatically debited from the PIA's Wallet once transaction has been successful.

PIA also agrees to strictly adhere to the applicable convenience fees to be collected from the customers. (Please refer on Item C "Commissions and Charges")

C. Commissions and Charge

III. Pisopay Individual Agent (PIA)

The PIA must adhere to the following requirement set by PISOPAY.COM:

A. Pricing

1. PISOPAY.COM reserves the right to mandate a uniform convenience fee for its services across its Partner Agents. Thus, the PIA is expected to strictly implement the mandated pricing. However, PIA has rights to top up limited for the services such as Buy Load, and Bills Payment. Please see the attached table for suggested top up.
2. The PIA should prominently display the pricing matrix poster provided by PISOPAY.COM.

B. Merchandising

The merchandising/ communication materials supplied by PISOPAY.COM to PIA shall be prominently displayed by the PIA in its storefront (if applicable) dedicated for PISOPAY.COM. See complete list of merchandising materials below but materials may vary according to Partner Agent's category and store size.

- Flyers
- Stick-out Poster
- Forms for Bills Payment

C. Service Availability

1. PIA must be operational for at least five (5) days a week.
2. PIA must be open for a minimum of eight (8) hours a day.
3. In cases of service interruptions that are neither network nor system related, PIA must be able to refer customers to other PIAs in the area.

D. Customer Service

1. PIA's must be able to handle and customer queries of the following nature:
 - How to settle bills over-the-counter
 - How to purchase and receive E-pins
 - How to file a complaint regarding a fraudulent transaction.
 - How to call the hotline number of the Pisopay.com Hotline at (02) 8242-8153 or Mobile Hotline +63917-717-3320 for any other concern not stated above. Customer Service Hotline is available 9am-6pm.

SERVICES	CONVENIENCE FEE TO BE CHARGED TO CUSTOMER	REBATE	SERVICE FEE TO BE CHARGED BY PISOPAY.COM FROM THE PARTNER AGENT
Sell Prepaid Load / Credits (Airtime Load, Gaming Pins, etc.)			
- Sun/ Smart / TNT	Partner Agent may top-up ** Php 25.00 ceiling fee for top-up**	4% of the total purchased load	N/A
- Globe / TM		4% of the total purchased load	N/A
- War Rock Game Pin		10% of the total purchased load	N/A
- Other Prepaid Products		4% of the total purchased load	N/A
OTC Bills Payment		Php 1.50/transaction	FREE
OTC Payment Collection for Pisopay.com	Php5.00	Php 5.00	FREE

****PIA shall be notified in writing regarding the services to be introduced by Pisopay.com.****

D. Encashment/ Withdrawal of PIA credits

Encashment of PIA credits herein referred to as "Wallet Balance" shall be made thru Pisopay.com Web Portal, wherein the PIA is required to make request prior to any encashment, may it be thru ATM or OTC Withdrawal using the PIA's nominated GCash/Paymaya Account or using Pisopay.com Card, the same requirement applies if PIA wish to withdraw the Wallet Balance thru its nominated Bank Account.



The encashment request shall be deemed automatically-approved. Thus, the PIA could withdraw its PIA credits once request has been made successfully. PISOPAY.COM shall not claim any right to impose non-withdrawal of PIA's Wallet Balance.

E. Wallet Prefunding Guidelines

Pre-funding can be made via Bank Deposit and via Top up thru Pisopay.com Payment Collection Channels listed on attached "Pisopay.com List of Payment Collection Channels" summarizing the limits per channel. Partner Agent using the nominated Admin Account shall create the request for every prefunding via

Pisopay.com portal. The amount shall be credited to the Partner Agent's Wallet within 3-4 hours once verified by Pisopay.com.

Proof of payment/funding/deposit shall be required to be submitted via the "upload" function on Pisopay.com Partner Agent Portal/System. Requests made before 5:00 PM daily will be credited the same day and requests made after 5:00 PM will be processed the following day.

For cheque funding, credits shall reflect to Partner Agent's Wallet only once bank clearing schedule has been completed. Pisopay.com shall only process any pre-funding requests made by the Partner Agents once details are completely provided.

F. Marketing Support

1. Merchandising Support

PISOPAY.COM shall produce the following standard merchandising materials and PIA should ensure that they are installed/present in its storefront:

- Flyers ,
- Stick-out Posters ,
- Forms for Bills Payment

2. Promotional Support

PISOPAY.COM will come up with promotional/marketing activities to boost transactions as well as direct foot traffic towards PIA's storefront. PIA shall be fully informed of the mechanics of the activity prior to its implementation.

V. Rescission/Cancellation/Termination of Agreement

- A. This Agreement shall be effective upon signing of both parties and shall have a term of one (1) year ("Initial Term"). Thereafter, this Agreement shall be automatically renewed annually ("Renewal Term") unless a party gives written notice to the other of its intention not to renew this Agreement, at least thirty (30) days prior to the expiration of the Initial Term or Renewal Term, or as the case may be.
- B. PISOPAY.COM may rescind, terminate or cancel this Agreement effective immediately, by giving notice in writing to the PIA upon any of the following grounds:
 - Violation by the PIA of the conditions of this Agreement;
 - Abandonment of the Service or, without the prior consent of PISOPAY.COM, assignment by the PIA, of the execution of the services to others; or
 - Non-performance by the PIA on its obligations or executing the services in bad faith.

VI. Amendment

PISOPAY.COM reserves the right to amend any provision of this Agreement. The amendment shall take effect upon notice to the PIA.

WALLET PRE-FUNDING GUIDELINES | A-2.1

POLICIES AND GUIDELINES FOR PARTNER AGENTS

- Pre-funding can be made via Bank Deposit and via Top up thru Pisopay.com Payment Collection Channels listed on attached “Pisopay.com List of Payment Collection Channels” summarizing the limits per channel.
- Partner Agent using the nominated Admin Account shall create the request for every prefunding via Pisopay.com portal. The amount shall be credited to the Partner Agent’s Wallet **within 1-3 hours** once verified by Pisopay.com.
- Proof of payment/funding/deposit shall be required to be submitted via the “upload” function on Pisopay.com Partner Agent Portal/System.
- Requests made **before 5:00 PM daily will be credited the same day** and **requests made after 5:00 PM will be processed the following day.**
- For cheque funding, credits shall reflect to Partner Agent’s Wallet only once bank clearing schedule has been completed.
- Pisopay.com shall only process any pre-funding requests made by the Partner Agents once details are completely provided.

STEP BY STEP INSTRUCTION ON HOW TO REQUEST PREFUND

* VIA BANK DEPOSIT

Step 1. Pay via Bank Deposit or thru Pisopay.com Payment Collection Channels

If Bank Deposit, Partner Agent may deposit via Pisopay.com Banks below:

Bank	Account Name	Account Number
PNB	Pisopay.com Inc.	144170001080
SECURITY BANK	Pisopay.com Inc.	0000016415582

Step 2. Make a Pre-fund Request via Pisopay.com Partner Agent Web Portal

Partner Agent using the nominated Admin Account shall create the request for every prefunding via Pisopay.com portal. Proof of payment/funding/deposit shall be required to be submitted via the “Upload Attachment” function on Pisopay.com Partner Agent Portal/System.

Requests will only be processed by Pisopay.com if the following is completely provided:

- COMPANY NAME:
- WALLET NAME:
- BANK / TOP UP CHANNEL:
- BANK BRANCH NAME/BRANCH CODE
(IF MADE VIA BANK)
- DEPOSITED AMOUNT IN FIGURES:
- DATE AND TIME OF DEPOSIT:
- PROOF OF PAYMENT/ DEPOSIT ATTACHMENT

An email notification will be send as proof of confirmation that request has been forwarded to Pisopay.com

Step 3. Wait for an Email Notification for the Processed Pre-funding Request

An email notification will be sent to Partner Agent’s nominated recipient once the request has been processed by Pisopay.com. Processing Lead time is 1-3 hours if request has been made before 4pm.

Step 4. Check your Wallet Balance

Once notified that the request has been processed, the pre-funding amount will be credited to Partner Agent’s Wallet

* VIA HEAD OFFICE

Step 1. You can go directly to our head office which is located at Mezzanine Flr., Pisopay Bldg. 47D Polaris St. , Brgy. Bel-Air Makati City

Step 2. Look for Pisopay.com Accounting department and give the amount to be funded, wait for your receipt.

Step 3. Wait for 3 to 4 mins. for your fund to reflect in your wallet.

Step 4. Funding will only be catered every Monday to Fridays’ from 9 AM to 6 PM, kindly fund early. There will be no extension.

* VIA PISOPAY.COM OVER THE COUNTER TOP UP PARTNERS

Partner Agent may top up via Pisopay.com Top Up Partners Nationwide.

Step 1. Go to any Pisopay.com Top-Up Partners (pls see participating partners listed below)

Step 2. Fill-up their form and provide the following details:

- Billor
- Amount
- Purpose of Payment
- Reference Number/Account Number
(A unique reference number that is generated via Pisopay.com Merchant Portal)
- Account Name/Payee Name

Name and Signature

Step 3. Log-in to your Pisopay.com Client Admin account, make a new fund request, input all the necessary details and attached a photo of the receipt/deposit slip. Processing Lead time is 1-3 hours if request has been made before 4pm.

Step 4. Funding will only be catered every Monday to Fridays' from 9 AM to 6 PM, kindly fund early. There will be no extension.

ECPAY CHANNELS – Php 15.00

Malls/Supermarket

- Gaisano Grand
- NCCC Malls
- LCC Malls
- Shopwise
- Wellcome
- Prince Warehouse
- Fooda

Pawnshops

- RD Pawnshops
- H.Lhuillier Pawnshops
- Tambunting Pawnshops (selected outlets)
- Gemmary Pawnshops
- GRJ JARO Pawnshops
- FEROCO Pawnshops
- Royal House Pawnshops
- Jewel House Pawnshops
- Owen & Son's Pawnshops
- Dalton Pawnshops
- De Leon Pawnshops
- A.D. Sarabia Pawnshops
- CEBU Gold Pawnshops

- Tagala Pawnshops
- Megatrend Pawnshops
- CVM Pawnshops
- A.L.G. Panwshops

Business Center / others

- 7-Eleven
- VIAExpress
- ExpressPay
- Global Access
- Sunverde
- Magic Appliance Center
- TrueMoney

Rural Banks

- Rang-ay Bank
- GR Bank
- Enterprise Bank
- Malayan Bank
- GateBank
- Zambank

- BOF

LBC BRANCHES NATIONWIDE – Php 20.00 Convenience Fee
(Maximum Amount per Transaction: Php 40,000.00)

PISOPAY.COM OUTLETS NATIONWIDE – Php 5.00 Convenience Fee
(No Maximum Amount per Transaction but may vary depending on Outlets fund availability)

*** VIA G-CASH APP**

Step 1. Go to your GCASH App.

Step 2. Go to Bills Payment

Step 3. Choose Payment Solution

Step 4. Look for Pisopay.com

Step 5. Provide the Following

1. ATM Reference Number
(A unique reference number that Is generated via Pisopay.com Merchant Portal)
2. Customer Name
3. Amount
4. Email

Step 6. Log-in to your Pisopay.com Client Admin account, make a new fund request, input all the necessary details and attached a photo of the receipt/deposit slip. Wait for 15 mins. For the approval of your request. Call Pisopay.com Support for immediate funding.

Step 7. Funding will only be catered every Monday to Fridays' from 9 AM to 6 PM, kindly fund early. There will be no extension.

*** VIA 7-ELEVEN**

Step 1. Go to any 7/11 branch

Step 2. Look for the 7/11 Kiosk (Cliqq)

Step 3. Choose Bills Payment

Step 4. Look for Pisopay.com

Step 5. Provide the Following;

1. ATM Reference Number
(A unique reference number that Is generated via Pisopay.com Merchant Portal)
2. Customer Name
3. Amount
4. Mobile Number

Step 6. Once paid, fund will be credited to the Partner Agent's wallet.

Note: Funding will reflect at anytime, realtime.

*** VIA CLIQQ APP**

Step 1. Open your Cliqq Application

Step 2. Click Pay Bills

Step 3. Click EMONEY

Step 4. Click PISOPAY.COM

Step 5. Provide the Following

1. ATM Reference Number
(A unique referent Portal)
2. Customer Name
3. Amount

Step 6. The 7/11 teller will scan the generated barcode in your phone.

Step 7. The fund request will be reflected to your account real-time.

Note: Funding via Cliqq is available