

Terms & Conditions for DFCC Pay Merchant App

By clicking on the “I Accept” button below, the Merchant accepts and confirms as follows:

That these Terms and Conditions, together with details relating to the DFCC Pay Merchant App, have been explained and the Merchant has read and understood these Terms and Conditions and such details are agreed and consents to be bound thereby.

1. Definitions

This document is pertaining to the use of DFCC Pay Merchant App, unless otherwise specified:

A Customer- A card holder or an account holder who will transact through a mobile device. The account can be either a Bank account, Debit or a Credit card issued by a financial institution or a proprietary payment app.

Merchant - Will be a registered Merchant of DFCC with the QR based transaction acceptance facility provided by the Bank.

QR Code - means the unique two-dimensional bar code generated by the Bank for the purpose of identifying a QR Payee. There are two types of QR which is static and dynamic.

QR Transaction - means a transaction made through a QR code to the Payee utilizing the QR Service.

Mobile Number - means the mobile number that is provided by the Merchant in the Application to the Bank for the purpose of registration on DFCC Pay Merchant system.

Scan to Pay - means the customer will scan a QR code with Merchant details. The amount can be either requested by the Merchant or the customer can input to the payment app.

Username - The name that Merchant uses to get access to the QR app.

PIN - means the Personal Identification number used to access the QR app.

2. DFCC Pay App Solution

The DFCC Pay Merchant App solution is designed to enable a customer to do transactions by scanning a QR with a mobile device. The payment solution enables payments directly from a given financial account to the Merchant's account.

QR payment solution doesn't require any additional hardware other than the mobile device, so its simple, secure and fast. QR payment solution works on smart phones with android with a data connection.

The Terms and Conditions set out in this DFCC Pay is governed by the Merchant agreement provided by the Bank. The customer app will be governed by the customer's Bank guidelines.

The Bank reserves the right to impose limits on transactions.

3. Commencement of DFCC Merchant Pay Merchant App

The Merchant is required to complete and submit a DFCC Merchant Agreement & an Application and request the facility from DFCC Bank PLC. In addition to the app Bank will provide a printed static QR to the Merchant to be displayed at the outlet.

Merchant can transact through both static and dynamic QR.

4. User ID's and Passwords

- a) The user ID will be provided by the Bank to the Merchant's registered email address.
- b) Passwords will be dispatched automatically by the Bank to the Merchant's registered email address. Password will be in a protected sheet which the Merchant will have to provide the identification number provided in the application to open the file.
- c) The responsibility of ensuring the confidentiality of such details rests with the Merchant.

5. Requirements to become a DFCC Pay Merchant

Any individual or a company that is acceptable to the Bank as a Merchant. The Bank will require supportive documents based on the Merchant's business.

6. Transacting through DFCC Pay Merchant App

The mobile technology to deliver the most secure mobile-based transaction initiation platform for Merchants to accept payments through a QR. Merchants can accept payments anywhere anytime by providing a QR to the customer.

- a) Merchant can transact anytime, anywhere without handling cash.
- b) QR payment solution are quicker and easy with a lesser check out time.
- c) Payments go straight into your account keeping you safer from fraud and theft.
- d) Access transaction history with just a few taps to manage cash flow with ease.

7. Undertakings of the Merchant

- a) The safety of the Mobile Device shall lie with the Merchant.
- b) The Merchant shall maintain the confidentiality and security of the Payments made by the customers.
- c) In the event of the loss of any Mobile Device and/or where the confidentiality and security of the customer's account is likely to have been or potentially to be compromised, it is the sole responsibility of the Merchant to be brought to the notice of the Bank immediately. Merchant should coordinate with the Bank to rectify the issue.
- d) The Merchant shall be responsible for all transactions done by any other person that Merchant allows to access the Merchant's account.
- e) The Bank reserves the right to display the Bank's marketing material electronically on the DFCC Pay system and conduct SMS promotions from time to time.
- f) The Merchant will abide by the Merchant agreement signed with the Bank and all its terms and conditions.

8. Reporting Loss of Mobile Devices

A Merchant shall immediately report the loss of a mobile device to the Bank if there is a possible compromise. The Merchant should ensure that the app password protected and the details are not shared with any other.

9. Instructions & Confirmations

Any instructions sent by the Merchant to the Bank will be considered received only when the request has reached an authorized officer of the Bank in the prescribed manner and the Bank will require a reasonable time for acting upon such notification.

10. Dispute Resolution

In the event of there being a dispute the Merchant shall report same to the Bank and the Bank shall assign a reference number to such dispute and exercise its best endeavors to settle the dispute as per the laws related to each payment schemes/card holder agreement.

11. Termination

- a) If the customer wishes to terminate the use of the DFCC Pay Merchant App account the same should be informed to the Bank in writing and pay any fees or levies applicable and pending chargebacks, credits, collections, transactions before termination.

b) The Bank shall have the right to terminate, suspend or place restriction on the account at its discretion without prior information for reasonable cause.

I have read and understood the Terms and Conditions herein and agree to abide by it always.