Global High Risk Industry Onboarding Questionnaire

Ensure the application has been approved and signed by an authorized individual in the appropriate section and has been saved in PDF format.

## Non-Profit Organizations (“NPOs”)

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| **Document Request List:** | | | | | |
| For new onboardings, Merchants need to provide the following: | |  | |  |  |
| 1. Applicant must confirm Non-Profit status by providing supporting documentation 2. **Evidence of fraud controls outlined in questions 7-13.** Acceptable forms include system screengrabs from vendor tool implementation, copy of vendor contract outlining services commissioned and duration, samples of fraud rules applied during key customer lifecycle points, or metrics/reporting on past processing metrics (i.e., alert volumes, action rates, dispute rates, loss rates): 3. **For all past or current Card Association Dispute or Fraud Program incidents noted in question 14,** please provide evidence of resolution and outline enhanced controls implemented. | | | | | |
| All Documents listed above have been attached.  Comments if any of the requirements were not attached/available: | | | | | |
| **Specific Industry Questionnaire:** | | | | | |
|  | If taking payment for events, membership dues, and donations then what is the anticipated processing breakdown (i.e. 70% donations, 20% membership dues, 10%, events)? |  | | | |
| If taking payments for events, please also provide the following information: | | | | | |
|  | How many events will be held throughout the year and what are the Top 5 Highest Volume events (name of event, location, date, TPV)? |  | | | |
|  | On average, how far in advance of events do customers purchase tickets? |  | | | |
|  | When do you pay your vendors/third parties? Immediately or after the event has taken place? |  | | | |
|  | Do you ring-fence your funds? Meaning do you hold funds received from customers in an account separate from your operating accounts until the event has taken place? |  | | | |
|  | Do you have cancellation insurance if an event is canceled? If so, does it cover refunds and chargebacks? If applicable, provide a copy. |  | | | |
| **Fraud prevention controls information** | | | | | |
|  | Provide an overview of the Company’s Risk organization and key parties responsible for the Risk & Fraud controls outlined. | |  | | |
|  | What risk controls and actions are implemented to proactively detect and prevent suspicious activity (i.e., CAPTCHA, step up authentication, agent review, block, etc.)? | |  | | |
|  | At what points in the customer lifecycle are these fraud controls applied (i.e., signup, login, add card, transaction, etc.)? | |  | | |
|  | What actions are taken by the Company when unauthorized activity, fraud, or abuse is detected or reported (i.e., holds, blocklisting, limitation, account termination, etc.?) | |  | | |
|  | Will these same controls be applied to PayPal sales? If not, please clarify differences and why. | |  | | |
|  | Does the company apply any withdrawal or other holds to detect or prevent suspicious customers from quickly exiting funds from the platform? | |  | | |
|  | If the company outsources any of the fraud management tasks/processes to an external vendor, please clarify what is outsourced and to whom? | |  | | |
|  | Please describe any past or current Card Association Dispute or Fraud Program incidents. (i.e., VFMP, VDMP, EFM, ECP, etc.) | |  | | |
| **Acknowledgement:** | | | | | |
| I hereby represent and warrant to PayPal that the preceding questions have been answered correctly to the best of my knowledge: | | | | | |
| Name: | |  | | | |
| Position: | |  | | | |
| Date: | |  | | | |
| Signature: | |  | | | |