



## **Becoming an Affiliate FAQ:**

For companies looking to add Banking or Merchant Services to their existing sales portfolio, Valens Bank has proven time and time again that partnering with us is a fantastic asset. We combine industry leading rates and impeccable support. It is natural that companies considering partnering with us will have many questions about our partnership models. We at Valens Bank value transparency and honesty, so we have created this handy guide of the most frequently asked questions from those interesting in partnering with us. Take a look over the list, and see if partnering with Valens Group is the right fit for your business!

### **What is an affiliate?**

Becoming an affiliate means that you can promote a product or service and earn a commission whenever a sale is made.

### **What are Merchant Services?**

Merchant services are a specific type of financial service that focuses on providing all the infrastructure businesses need to accept payments from their customers. This includes a range of physical and digital solutions such as card terminals, point of sale (POS) systems, payment gateways and merchant accounts allowing payments to be made in store, online or over the phone.

### **What type of business do I need to have to be an affiliate?**

There is no restriction on the type of business you can be. For example, if your company is currently selling utilities to your existing clients then merchant services could be added as an additional service you can provide.

### **Does Valens Bank require my company to have a certain number of employees?**

There is no limit to the number of employees within your company and as you expand within the Valens Group, we will work with you to offer training and support on all our products.

### **How is training completed with large teams?**

All our training is completed via Skype and through face to face sessions in our offices, but we do offer larger groups F2F training at support teams at your place of business. This all depends on what works best for your company and team, our basic online training takes around 3 hours to complete with additional support available as required. We will always endeavour to work around the needs of your business.

### **What documentation is required to join as an affiliate?**

When joining Valens Bank we require the following:

- Company name
- Company number
- Registered Address
- Director Name, Email address, Contact Number

Once this has been approved by our HR department, we will proceed to setting up the agreements for review.

### **Is there a start up cost for becoming an affiliate with Valens Banking Group?**

There is no start up fees for partnering with Valens Group.

### **Which card terminals do you use? What type of card payments can be accepted?**

Valens Bank use trusted marketing leading Ingenico and Pax brand card terminals. Our card processing merchant accounts will enable you to process the full range of MasterCard and Visa credit and debit card types. The ability to process American Express cards is also option.

From our range of fixed, portable, mobile and online based credit card machines you can find the best machine to suit your merchant's business needs both on and Offline.

### **Whom is the Acquirer/Bank?**

Valens Bank work in partnership with multiple financial institutions to provide bespoke merchant solutions WORLDWIDE and as an FCA Regulated organisation (Reg: 902771) With over €200,000,000 million in Assets, Listed on the Frankfurt Stock Exchange (Valens Holding AG: ISIN DE000A2TSM88) Coupled with International Banking Licence (no. BRL 18624 / VBL) Being also officially licensed by MasterCard and Visa – With EMD Agent Status in the UK and Europe (Globally through Valens Global) You can be rest assured that Valens Banking Group as your Acquiring partner is a stable choice for longterm stability.

### **How is Valens Bank Merchant Services pricing models structured?**

Valens Bank endeavours to have the most competitive rates in the industry. Our rates and fees are tailored to the type and volume of business you are dealing with.

### **Can Valens Bank offer customers the ability to take online & over the phone payments?**

Valens Group offers eGateway, eToken, eBank2Bank, eCrypto, eSMS, e-Commerce and Virtual Terminal Solutions that are designed for businesses who have the following requirements:

- A card payment facility for an existing e-commerce website
- Mail Order / Telephone Order Globally recognisable Businesses who need to take card payments but do not want a physical terminal or require anonymity.
- Worldwide payment acceptance and transference of funds through multiple channels.

### **How is the ongoing residual payments worked out?**

You will be paid based on the turnover from all payment acceptance channels which is always a month in arrears. There is no set amount each month as this is dependent on turnover and card user profile, etc. But the percentage you receive is paid on the gross profit made by Valens Group, we do not levy a service charge or impose additional fees and as the Acquiring Bank your revenue and share profit share is significantly larger than through a standardised ISO agreement that splits profits with their banking partner before offering you a percentage. Being Direct to Valens Merchant Bank your margins are greater.

### **How long does it take to process a deal?**

Our typical turnaround time is 2-5 days (Next day setups available with Hourly approvals)

### **Does my customer remain mine once sold, and can I complete their renewal?**

Yes, we set you up with your own account on our CRM and you can renew your customer within 6 months of the contract end date. Introduce a customer once and get paid a lifetime when maintaining your client rapport which we encourage to support satisfied customer retentions.

### **Is there a limit on sales?**

No, you can put in as many as possible, if you have a large deal, or one that require support from our team we are here to help.

### **What happens if I am not making any sales?**

You will have an affiliate manager who will be able to help guide you and advise you on next steps to help bring in sales. There are a few different options we can look at to keep you active and with our range of unique Bespoke solutions, we are confident you will always have an active line up of products and services to offer any business.

### **Do I administer the paperwork?**

Valens Bank will provide training on the one-page Online / Paper application form to fill in or we have a support teams that can load the application for you.

### **How difficult is the paperwork?**

The application process has come a long way over the years and now we now have a streamlined one-page form to fill in through weblink. You will receive training on this, and we have a support team to hand to help you through the applications process. If required, we can always provide refresher training to you and your teams.

**Can I just refer?**

We have a referral process too, if you would like Valens Bank to contact the lead provided of any clients you have that are interested in looking at their Banking or Merchant Services, this is with a referral fee rather than commissions so speak with your affiliate manager if this is the correct process for you.

**I have a client asking about merchant services now, can I sign them up while in training?**

Absolutely, our support team can load on the deal and once you are all set up and trained, we can move it over to your portfolio. You will then receive the commissions when they go live.