

# Signing Up with GoodBox

So you want to get started with GoodBox to collect contactless donations? Let us fill you in on the process from start to finish, so that there are no surprises along the way.

## HOW LONG WILL IT TAKE?

A successful application which doesn't return any queries from compliance can take 2-3 weeks from the day you submit your forms for approval. This enables us to conduct the necessary legal & compliance checks.

## WHAT'S INVOLVED IN SIGNING UP?

You will need to complete a Merchant Application Form (MAF). This provides us with enough information to verify your organisation and comply with the strict compliance controls mandated by the Financial Conduct Authority. This enables us to offer you a totally secure and safe payment system, so please bear with us - these checks are absolutely necessary.

## COULD MY APPLICATION BE REJECTED?

Whilst applications can be delayed by missing or incorrect information, if we can verify the information provided it is very unlikely that we would reject an application. The most common reason an application is delayed is missing or incorrect information. On the next page, we provide advice to help you avoid delays, so please read on.

## WHAT EXACTLY ARE YOU CHECKING & HOW?

We use a variety of 3rd party sources to validate applications - from Experian to the Charity Commission. These checks:

- Validate the business exists
- Verify the individual requesting the account exists and is linked to the organisation
- Verify the donations are going to the correct bank account



### Don't Panic!

We are always here to help. If you have any queries, email [applications@goodbox.com](mailto:applications@goodbox.com)

## HELP! I'M NOT A CHARITY

We know that not all organisations will have a charity registration number; we have many clients who are churches, CICs or otherwise. If you have no company or charity registration number, leave your registration number on the MAF blank. If you aren't sure who should sign your MAF in the absence of a trustee, we recommend the person who receives the bank statement, such as your Treasurer.

# Application Check-List

There are a few essentials you will need to sign up to our platform. We've listed these out on the right so that you can tick them off easily.

- Charity or organisation's details (address, bank details)
- A bank statement (less than 3 months old)
- Approximation of how much will be raised
- Primary contact details
- A trustee signatory

# Tips & Watch Outs

- We require signatures on the MAF and the bank statement. Please ensure that the same signatory signs both.
- Ensure the organisation name given on the MAF matches that on the bank statement.
- Please do not fill the MAF out with a pen! We can't accept non-digital applications.
- A "descriptor" is the reference that will appear next to the transaction on the donor's bank statement, so it should be something that easily identifies your organisation. Keep your chosen descriptor to 22 characters or less, or else we can't process it.
- Most charities don't have beneficial owners, so feel free to leave that section blank.
- Ensure that the approximation of how much you will raise is realistic. If you write that you expect to raise £5m through your device, but only raise £1m annually, a red flag could be raised. *Note that this is an approximation only - we won't hold you to it.*