

# Top-Tips for a smooth Application Process

We know that sometimes completing an application form can be a bit tricky. That's why we have created this Top-Tip guide to help make it simple.

## Key documents and information you might need



Passport/ID of the Beneficial Owner



Company Registration details



Your Webshop information

## 6 of the most asked questions from our customers

### What is a Beneficial Owner and what info do I need?

Beneficial owners (BOs) are the individuals who have ultimate ownership or control over a company. A BO is considered someone who owns more than 25% of the company. In case your company does not have a BO meeting this criteria, we kindly request the name of the highest-ranking person in the company, such as the CEO or a member of the Board of Directors.

Please note that occasionally we may require a copy of the identification document or passport of the BOs, so it is recommended to have this information readily available.

### Why have you asked me for additional documents?

For some business types (furniture, hotels, subscription based and travel companies) we require extra information about the way you take payments. This is to allow us to complete required risk checks and assess your business. If you get stuck on one of these questionnaires give us a call.\*

### What is a Bank Guarantee? And why am I being asked for it?

A bank guarantee is a service provided by the bank on behalf of your company, giving assurance to your business partners. By issuing a bank guarantee, the bank takes responsibility as a guarantor, offering financial compensation on behalf of your company. We request a bank guarantee to protect against potential credit risks, based on the information we have received from you. The decision to request a bank guarantee is made by our credit risk team after carefully assessing the overall risk involved.

### How do I find out the status of my application?

Normally we aim to process your application form within 1-2 days, but the processing time depends on various factors.

To keep track of your overall progress, you can log into the Easy Portal: [Easy administration \(dibspayment.eu\)](https://dibspayment.eu)

If we have any questions or delays, we will reach out to the email you provided when signing up.

### Why was my application declined?

As a Financial Institution we have to follow certain risk and compliance guidelines. Unfortunately, this sometimes means we are unable to provide Payment services to certain businesses.

### Who can I contact if I need more help?

If you get stuck at any point during the process or have any other questions you can contact us on:

### Application support:

- [easy-onboarding@nets.eu](mailto:easy-onboarding@nets.eu)

### \*General support:

- **Denmark:** +45 70 20 30 77
- **Norway:** +47 215 54 400
- **Sweden:** +46 85 275 25 00
- **Finland:** +358 10 80 40 40

### Useful links:

- [Nets Homepage](#)
- [Easy Homepage](#)
- [Support Homepage](#)
- [Easy Portal](#)