

Why we need proof of address for your contract

To conclude a card acceptance contract, we need a recent proof of address in addition to your ID document and commercial register extract. This document explains why this proof is required by law, why other documents cannot replace it and which documents we accept.

1 Why German supervisory law applies

Your card payments are processed by our partner TeleCash (Fiserv), based in Bad Homburg, Germany. As a payment service provider, TeleCash is supervised by the German Federal Financial Supervisory Authority (BaFin) and, under the German Anti-Money Laundering Act (Geldwäschegesetz, GwG), is required to identify every contractual partner before the business relationship begins – regardless of whether that partner is based in Germany or Switzerland. SwiPay supports this process and forwards all of your documents to TeleCash.

2 What the law requires

Section 11 (4) GwG specifies which details must be collected: for companies, the address of the registered office or principal place of business; for natural persons, their residential address. Under Section 12 GwG, it is not sufficient merely to record these details – they must be **verified** using suitable, independent documents. This applies to your company as well as to the person signing the contract on its behalf.

3 Why an ID document and commercial register extract are not enough

- **Swiss passports and identity cards do not show a residential address.** Unlike the German identity card, for example, they only confirm identity and nationality – so the address cannot be verified from them.
- **The commercial register extract shows the legal domicile.** This does not always match the location where the terminal is actually operated – for example in the case of domicile addresses, branches or a registered office with a fiduciary.
- **Not every business is registered.** Sole proprietorships below the registration threshold often have no entry in the commercial register.
- **The details must be current.** A recent document proves that the address is still valid today.

4 Documents we accept

Please send us **one** of the following documents – issued in your name or your company's name and **no older than three months**:

- Residence confirmation from the municipality (residents' registration office)
- Electricity, gas, telephone or internet bill
- Bank or PostFinance account statement showing the full address
- For the business location: lease for the business premises or an invoice addressed to the company at the location address

Important: If identification cannot be completed in full, no business relationship may be established under Section 10 (9) GwG. Without proof of address, we are therefore unfortunately unable to activate your contract.

5 Data protection

Your documents are used exclusively for the identification required by law, treated confidentially and retained for five years after the end of the business relationship in accordance with Section 8 (4) GwG.

6 Questions?

If you have any questions about the required documents, your contact person at SwiPay will be happy to help. Thank you for your support – it allows us to put your terminal into operation as quickly as possible.

Legal basis & further information (legal texts in German)

Section 10 GwG – General due diligence obligations (incl. para. 9: no business relationship without identification)	gesetze-im-internet.de/gwg_2017/___10.html
Section 11 GwG – Identification and details to be collected (address)	gesetze-im-internet.de/gwg_2017/___11.html
Section 12 GwG – Verification of details using documents	gesetze-im-internet.de/gwg_2017/___12.html
Section 8 GwG – Record-keeping and retention obligation	gesetze-im-internet.de/gwg_2017/___8.html
BaFin – Interpretation and application guidance on the GwG	bafin.de › Auslegungs- und Anwendungshinweise GwG
fedpol – Swiss passport and identity card (document contents)	fedpol.admin.ch › Pass und Identitätskarte