

**Documents to be Requested  
Acquirers / ISOs Who Underwrite  
ISOs or Sub-ISOs  
Corporate Certification Due Diligence**



**General ISO Underwriting**

- Company policy for underwriting ISOs
- Sample application / agreement between acquirer / sponsoring ISO and ISO / sub-ISO
- Checklist for KYC for ISOs
- Methodology for risk assessment (examples: process for reviewing ISO's Policies and Procedures, process for reviewing ISO's reputation, process for reviewing ISO's fraud history)
- List of merchant MCCs to whom service may not be provided by ISO
- List of MCCs to whom restricted service may be provided by ISO
- Process for regular review of ISOs after initial underwriting
- Sample or list of contents of regular reports required from ISO
- Sample or list of contents of reviews of shadow underwriting, transaction review, terminated merchants and account maintenance
- Process for remediating an ISO
- Plan for terminating an ISO relationship