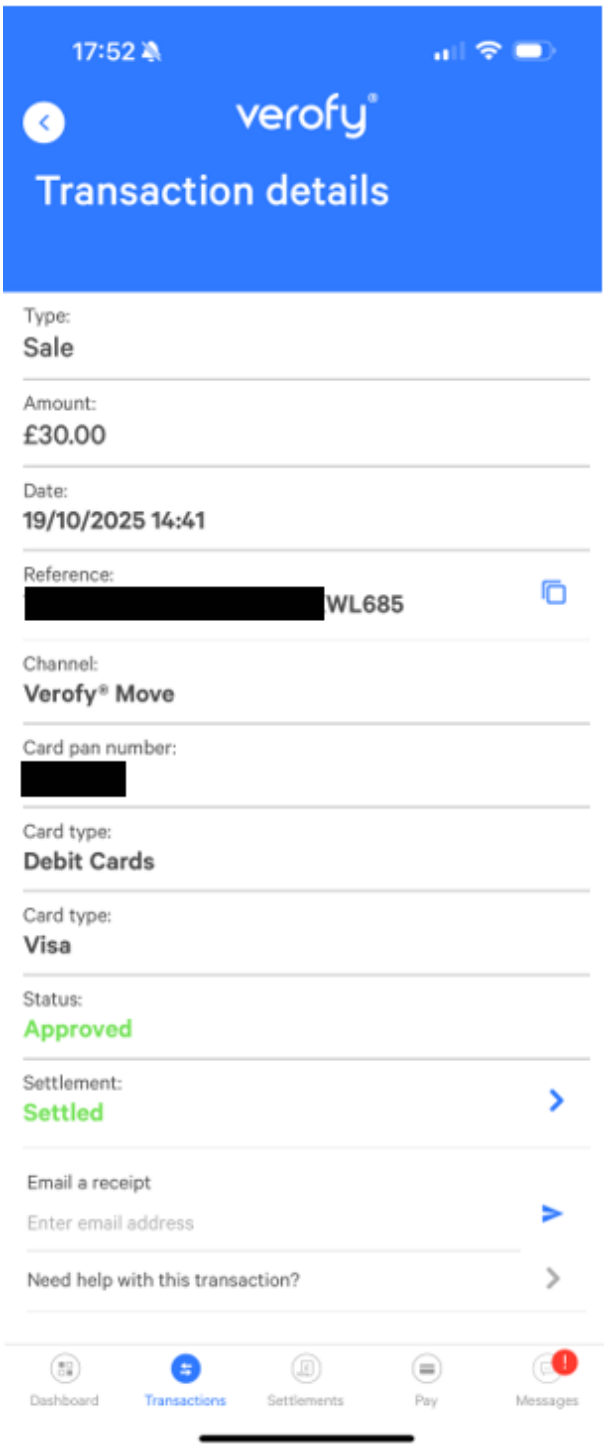
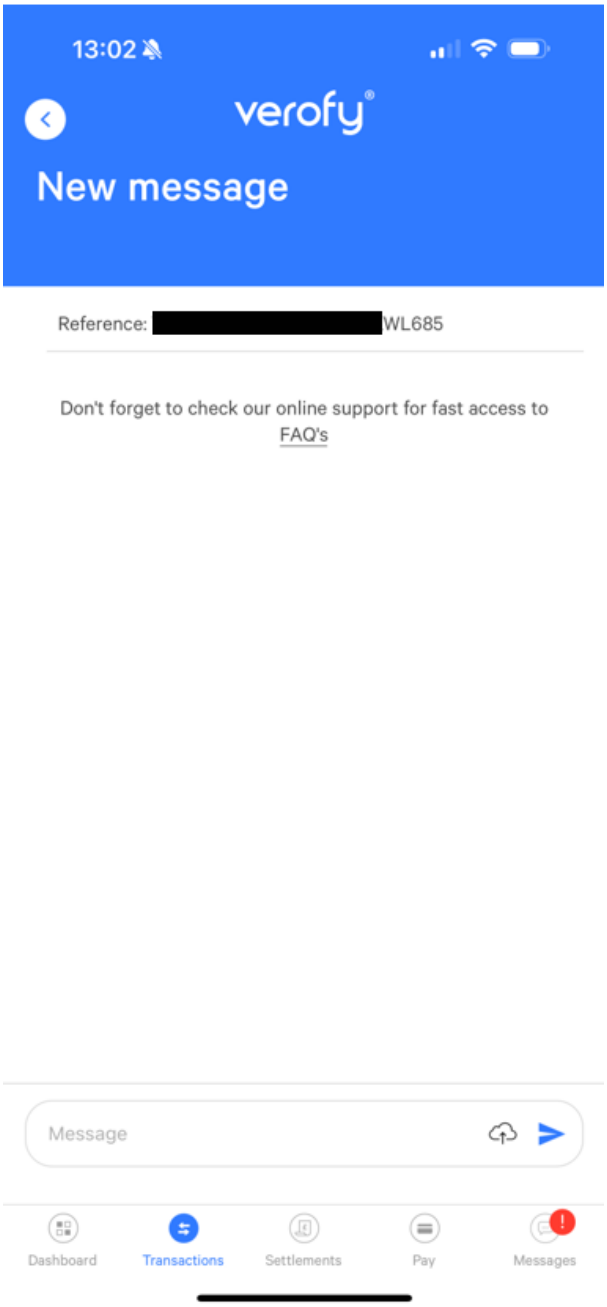
Request support for a transaction

If you need to request support on the transaction, press the **grey arrow** next to the **Need help with this transaction?** option.



This will automatically open a new message in our message centre - and add the reference of the transaction as the subject of the email, saving you from having to provide all the details about the transaction. Once your message is added and sent, our dedicated support team will review this and provide you with an update - either by responding to your message in the message centre or through a phone call. Make sure you've toggled on **push notifications** in the App so you know when we have responded to you!



Revision #4
Created 5 November 2025 16:06:20 by Verofy® Support
Updated 12 December 2025 13:55:27 by Verofy® Support