

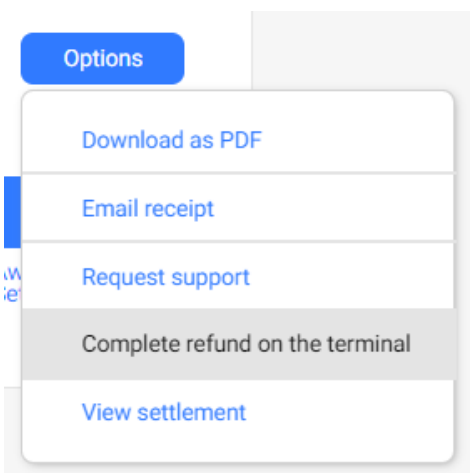
Request support for a transaction

If you need to ask us a question about a specific transaction, you can easily do this in Verofy® Cloud.

Find the transaction you need to ask us about, then click the three blue dots to load the transaction detail page.

| Date | Type | Channel | Status | Card type | Card pan number | Transaction | Settlement status | |
|---------------------|------|--------------|----------|-----------|-----------------|-------------|-------------------|---|
| 19 Oct 2025 - 14:41 | Sale | Verofy® Move | Approved | Visa | ██████████ | £30.00 | Settled | ⋮ |

From here, select the **Request support** option.



This will open the **Message centre**. From here, you can write a message to us about a transaction or any other issue. If you raise a request for a specific transaction or settlement, the reference will automatically be added to help us find the record you're needing support with.

[Back to inbox](#)

verofysupport

Welcome to Verofy Support

Here you can reach out to the support team who are here to help via our internal messaging system.

We also have an online support guides that can be accessed here: www.verofy.support

For urgent assistance with terminal-related matters, please call: **0330 460 4672**

Monday to Saturday: 8am to 11pm
Sunday: 10am to 5pm

For all other enquiries, feel free to call us Monday to Friday: 9am to 5:30pm

Press **Send message** to send your query, we'll get back to you in no time!

Revision #4

Created 9 May 2024 17:09:22 by Verofy® Support

Updated 22 October 2025 12:51:21 by Verofy® Support