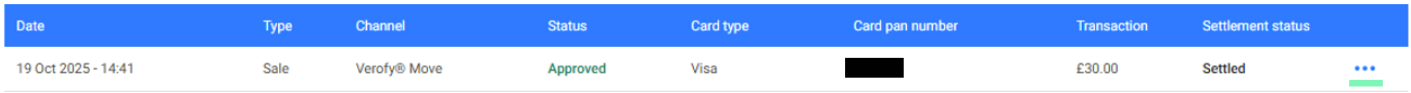
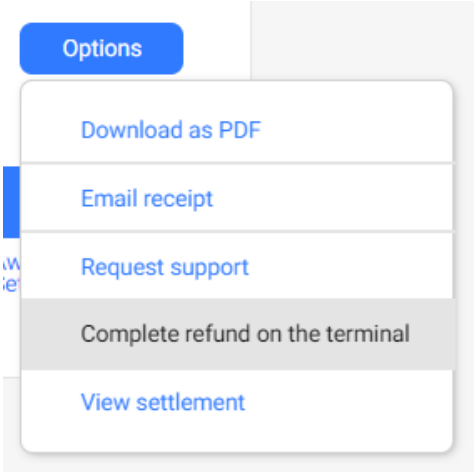
Request support for a transaction

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

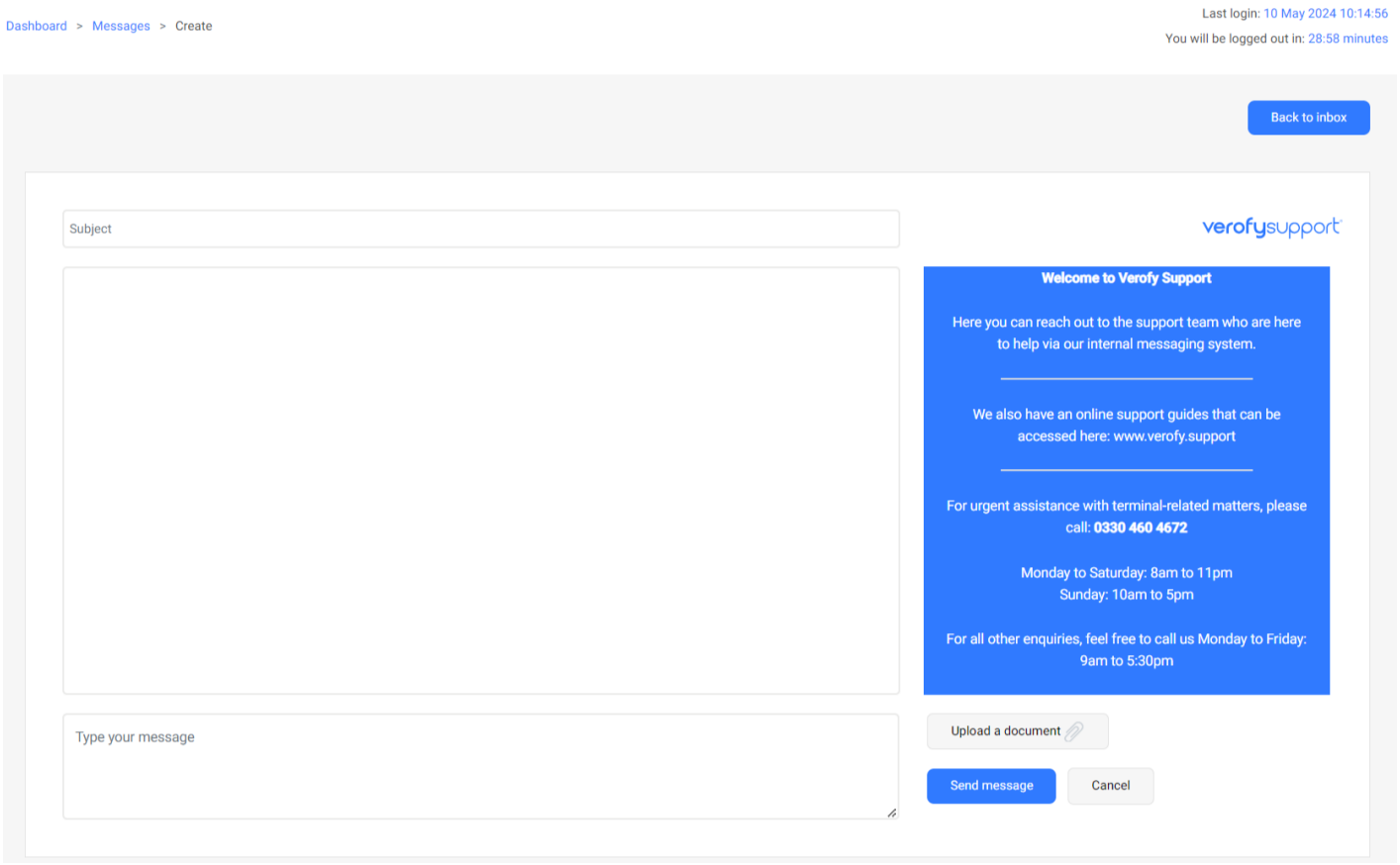
Find the transaction you need to ask us about, then click the three blue dots to load the transaction detail page.



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.



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