Verofy® PCI+ Frequently Asked Questions

How do I complete my PCI?

Complete your PCI compliance easily right in the Verofy® App! Just follow the simple instructions provided—it’s all very straightforward and quick to finish. If you need any assistance along the way, our support team is here to help. Click **here** for our support guide.

What is PCI and why do I need to do it?

PCI compliance is essential because it helps protect both you and your customers from potential data breaches and fraud. By completing PCI (Payment Card Industry) compliance, you’re taking steps to secure payment information, which builds trust with your customers and minimises risks.

Additionally, PCI compliance is a requirement in the payments industry to ensure that cardholder data is handled securely, so it’s an important part of maintaining your account in good standing.

Completing PCI compliance in the Verofy® App is quick and straightforward, helping you stay secure with minimal hassle!

When is my PCI required by?

We'll notify you when it’s time to complete your PCI compliance, and you’ll have the full month to get it done at your convenience. Please remember to complete it, as accounts left incomplete will automatically be marked as Non-Compliant.

What happens if I am non-compliant?

If you’re currently not PCI compliant, we recommend reviewing the documentation we provided as part of your Business Improvement Program. Our team is here to help answer any questions and discuss how to implement these processes.

We’ll send you a reminder to complete the compliance process soon. By then, we hope you’ll be able to confirm that you’ve implemented the necessary requirements and achieved compliance!

Please note that a non-compliance fee will be applied, and this will be reflected on your Verofy® Settlement Statement.

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