nuvei

FAQs: Transitioning to a new payment provider

1. Why is our company transitioning to a new payment provider?

Answer: We are transitioning to a new payment provider to improve our payment processing efficiency, reduce costs, enhance security, and offer better services to our customers. This transition is part of our commitment to providing you with the best possible service.

2. How will this transition affect my payments?

Answer: During the transition period, there should be very minimal, if any disruptions. However, we aim to make the switch as smooth as possible. Post-transition, you can expect faster processing and improved features to streamline payments.

3. Do I need to take any action during the transition?

Answer: In general, you will not need to take any action during the transition. We are working to ensure that the process is seamless and automatic. If any specific action is required from you, we will notify you in advance with clear instructions.

4. Will there be any downtime during the transition?

Answer: There might be brief periods of downtime as we integrate the new system. We will provide advance notice of any planned downtime and schedule it during off-peak hours to minimize inconvenience.

5. Will my payment information be secure during the transition?

Answer: Yes, the security of your payment information is our top priority. We are working closely with the new provider to ensure that all data is securely transferred and that robust security measures are in place.

6. How will this affect citizens/residents?

Answer: For the end-users, transactions will result in a more efficient and user-friendly experience. You can expect quicker transaction times, customer-centric features, additional payment options, and increased customer adoption rates.

7. How will this change impact payment methods?

Answer: The transition may introduce new payment methods or enhance existing ones. We will keep you informed about any new options and how to use them.

8. What if I experience issues with payments after the transition?

Answer: If you encounter any problems, please contact our customer support team. We will have dedicated support in place to address any issues that arise during and after the transition.

9. Will my payment history be affected by the transition?

Answer: Your payment history will remain intact and accessible. We are ensuring that all historical data is securely migrated to the new system so you can continue to access your payment records without interruption.

10. How will I be informed about the transition progress and any changes?

Answer: We will keep you updated through email notifications, our website, and customer service channels. Regular updates will be provided to ensure you are informed every step of the way.