



nexi AVS – address verification service

Better safe than sorry

For transactions conducted over the phone, in writing or online, the customer does not identify themselves by physically presenting their credit card. You are unable to verify that everything is in order with the card – Nexi AVS takes care of that for you. Quickly and easily – before you ship your goods.

HOW CAN I USE AVS?

To have an address verified by Nexi, you can either call us on +49 69 7933-2210 or send a fax to +49 69 7933-1652.

WHAT INFORMATION IS NECESSARY FOR AVS?

To verify an address, we need the following information:

- First and last name of the cardholder
- Residential and different shipping address (incl. postcode, town and country)
- Credit card number
- Credit card expiry date
- CP number
- Amount
- Date and time of the transaction

WHAT RESULTS FROM VERIFICATION?

You will generally receive the following possible responses within 24 hours after the request:

Yes: the cardholder information in the name and address field matches the information submitted.

No: the cardholder information in the name and address field does not match the information submitted.

No answer: you will receive no answer if we do not receive a response from the card issuer within three days.

PLEASE NOTE

A 'no' does not necessarily mean that you are dealing with a fraudulent transaction. For example, your customer may have merely used a friend's card information with their permission. In this case, we recommend further verification of your customer through easily accessible sources such as Internet research and calls to the customer (by third parties).

GIVE AVS A TRY – FOR FREE

Your first AVS request is free of charge. Each additional request will be invoiced individually; the prices for this service can be found in our current table of fees and services at www.nexi.com.



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