



Underwriting & Integration process *for merchants*

UK & EMEA

SEPTEMBER 2026



Application & underwriting process



Nuvei requires merchants to go through an underwriting process to verify the company and individuals we will be working with. As a payment acquirer, we must ensure we are only doing business with trustworthy partners.

STEP	WHO'S INVOLVED	NOTES
Application portal link is sent	Nuvei sales team	Link to application portal is sent to the merchant to kick off the onboarding process.
Call to complete application	Nuvei sales team & merchant	A call is scheduled between the Nuvei sales rep and the merchant to complete the application live, ensuring accuracy and answering any questions the merchant may have.
Review submitted application	Nuvei underwriting team	The Nuvei underwriting team will review the submitted application.
Upload docs to complete KYC and KYB checks	Merchant	Items required to complete KYC: passport and utility bill for the company owners, to verify their identity and address -passport and utility bill for the authorised signatory, to verify their identity and address -corporate ownership structure document, to validate who the company owners are -bank statement, to validate the account being funded is tied to the organisation -signed MSA, to agree to contract terms
Review submitted documents	Nuvei underwriting team	The Nuvei underwriting team will review the submitted documents and request any new or additional ones where required.
Grant approval to onboard merchant	Nuvei underwriting team	The Nuvei underwriting team will grant full approval to onboard the merchant, this initiates the process of the Nuvei product teams creating a processing account for the merchant.

Go-live & training process



STEP

WHO'S INVOLVED

NOTES

Integration kick-off call

Nuvei product team, sales team & merchant

The Nuvei product and sales teams meet with the merchant to agree on a go-live date. They will also explain the remainder of the integration process and establish a weekly cadence with the merchant until go-live.

Credentials created

Nuvei product team

The Nuvei product team creates the account credentials for the merchant – there will be one account per settlement currency that the merchant uses.

System installation

Nuvei product team

The Nuvei product team will require a temporary account on the merchant's ERP so that they can log in and complete installation of the Nuvei module.

System training

Nuvei product team & merchant

The Nuvei product team will set up a dedicated session with the merchant and all core team members to train them on the Nuvei module and answer any questions.

Go-live

Nuvei product team, sales team & merchant

The Nuvei product and sales team will meet with the merchant after the first few days of processing to discuss any initial feedback or troubleshooting.



Every payment,
everywhere

