



Customer FAQs

UK & EMEA

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Frequently asked questions

GENERAL

Who is Nuvei?

Nuvei is a trusted and embedded payment partner, offering global acquiring, gateway, and payment processing for businesses of all sizes.

What payment methods can I accept through Nuvei?

Credit and debit cards, bank transfer methods, and digital wallets like Apple Pay and Google Pay.

How quickly will I receive funds after a transaction?

Within two business days, depending on your bank and setup.

Can Nuvei support international transactions?

Yes, multi-currency and cross-border payment support is available.

PRICING & FEES

How is pricing determined?

Customers receive standard or bespoke pricing based on transaction volume and needs. For custom pricing, provide three months of merchant statements before your Nuvei meeting.

Are there setup or monthly fees?

No monthly or setup fees.

Are there chargeback fees?

Yes, standard chargeback fees apply. Nuvei offers tools to manage and prevent disputes.

Frequently asked questions

SECURITY & COMPLIANCE

Is Nuvei PCI compliant?

Yes, Nuvei is PCI DSS Level 1 certified for maximum data security.

How does Nuvei prevent fraud?

Nuvei uses 3D Secure, machine learning, velocity checks, and advanced risk management tools.

How are chargebacks handled?

You receive real-time alerts and guidance to respond quickly and minimize losses.

Is customer data protected?

Yes, all sensitive data is encrypted and tokenized. Nuvei also complies with all GDPR requirements.

INTEGRATION & TECHNOLOGY

Does Nuvei integrate with my existing systems?

Nuvei is fully integrated into Sage, Acumatica, Microsoft Business Central, NetSuite, and SAP.

How long does integration take?

Typically, a few hours to a few days, depending on your setup.

Will I have access to reporting and analytics?

Yes, real-time dashboards and settlement reports are available through Nuvei's portal.

Frequently asked questions

ONBOARDING

What happens after I'm introduced to Nuvei?

Nuvei's onboarding team contacts you to gather information, start underwriting, and guide you through the process.

What information is required?

Basic business details, ownership information, banking information, and three months of statements.

How long does onboarding take?

Typically, one to five business days once all documentation is received.

Who do I contact during onboarding?

A dedicated Nuvei representative guides you and coordinates with your ERP Partner.

SUPPORT

Who supports my account after setup?

Your ERP Partner remains your main relationship contact; Nuvei provides any payment support required.

What are the support hours?

24/7 technical support from Nuvei; weekday hours for account management.

Will our Partner be updated on my progress?

Yes, Nuvei keeps your ERP Partner informed of your onboarding status and any issues.

Is training or onboarding help available?

Yes, Nuvei offers onboarding guidance, documentation, and live assistance.



Every payment,
everywhere

