

Chase Paymentech International Email/Fax Address Verification Service Frequently Asked Questions

- Q Why should I email my form instead of faxing it as before?**
- A By using electronic methods, you save on paper, and your requests are easier to process, track and archive.
- Q Are there any monthly fixed costs for me should I not use the service?**
- A No, the only time you will incur a cost is when you actually use the service.
- Q If I submit multiple international email or fax AVS requests, am I charged per individual request or per form submission?**
- A The fees are assessed per account inquiry. If you submit one form with 10 requests, you will be charged for 10 AVS inquiries.
- Q Should I continue to include address information for international accounts in the electronic authorization request submitted to Chase Paymentech?**
- A Yes, some countries and issuers outside of the U.S. support AVS within the authorization request. Therefore, address information should continue to be sent in the electronic record for an automated response. For those issuers who do not offer electronic support of AVS (for example, with an AVS response code of "ID"), you can submit the International Email/Fax AVS Request Form to Merchant Services.
- Q If I do not get an AVS response by the end of the third business day, what can I do?**
- A Contact Merchant Services by email at merchant_services@chasepaymentech.com. Your request will be forwarded to a representative, who will assist you.