



Mark Berchowitz &lt;mark.berchowitz@gmail.com&gt;

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**2Checkout | Processing Alert**

3 messages

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**Mark Berchowitz** <mark.berchowitz@gmail.com>  
To: csmsupport@2checkout.com

Wed, Apr 28, 2021 at 1:50 PM

Good day

Your dashboard tells me there's a credit / debit card processing alert. What does that mean exactly?

Mark  
+27-61-671-9857

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**2Checkout CSM Support** <csmsupport@2checkout.com>  
Reply-To: 2Checkout CSM Support <csmsupport@2checkout.com>  
To: Mark <mark.berchowitz@gmail.com>

Wed, Apr 28, 2021 at 1:50 PM

##- Please type your reply above this line -##

Hi Mark,

Thank you for contacting 2Checkout Support. Your request (5925908) has been received and is being reviewed by our support staff.

To add additional comments or to update your request, just reply to this email or click the link below:

<https://support.2checkout.com/hc/requests/5925908>

Please do not send us any personal data that is unrelated to or unnecessary to solve your request.

Thank you,  
The 2Checkout Support TeamData processing notice: 2Checkout and its affiliates and service providers process any personal data you submit as described in our Privacy Policy for the purpose of resolving your request. For details on the processing of personal data and the rights you are entitled to as an individual, we encourage you to access the Privacy Policy, available at <https://www.2checkout.com/legal/privacy/>.

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**2Checkout CSM Support** <csmsupport@2checkout.com>  
Reply-To: 2Checkout CSM Support <csmsupport@2checkout.com>  
To: Mark <mark.berchowitz@gmail.com>

Wed, Apr 28, 2021 at 2:38 PM

##- Please type your reply above this line -##

**Teodora G (2Checkout)**

Apr 28, 2021, 15:38 GMT+3

Hello,

Please note that from 29th of April 2021 for an undefined period, 2Checkout will not be able to process Mastercard payments for your account. Visa processing and any other payment methods available for your account will continue at this time.

2Checkout continues to work with our payment processing partners to determine if Mastercard processing may resume. We will keep you informed of important updates. Please be prepared for Mastercard processing shutdown from 29th of April 2021. We will be able to settle transactions already authorized, but we will not be able to send any new authorizations after the deadline.

In preparation, 2Checkout will take the following actions:

- Automatically disable the Mastercard processing option during checkout for all integration types at 12:00 PM CET on 29 April 2021.
- Display the following message to customers attempting to place an order using a Mastercard: " Your payment could not be completed!" (localized in all supported languages)
- Continue to handle MasterCard chargebacks and refunds for six (6) months.

We sincerely apologize for the inconvenience this may cause. We value our partnership and we can assure you that we are working to resolve this situation.

Kind regards,

Teodora G

Customer Success Manager, payments-only

2Checkout is now Verifone

<https://www.2checkout.com>



Mark

Apr 28, 2021, 14:50 GMT+3

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