

David (JustGiving Help)

Aug 16, 2022, 15:47 GMT+1

Hi,

Thanks for getting in touch and apologies for the delay in getting back to you.

I've just checked our records using the email address; they show that unfortunately your donation was rejected by your card provider. We process donations in real-time which means that your card details are checked 'live'. If your bank doesn't authorise your card, we're unable to process your donation.

The most likely reason for a card being rejected is a slight discrepancy in the details entered into JustGiving or the security details used at the verification stage from your bank. Please check your card details carefully and try donating again. If possible, you could also try using a different card.

If you continue to have problems, we'd advise that you contact your card provider.

I hope this helps. Please let us know if you need anything else at all.

Thanks,

David"