

## **Doteasy KB**

### **Why was my payment declined?**

Credit card payments could be declined due to a number reasons. Let's look at some of the most common ones:

1. Insufficient funds.
2. International Transactions - Sometimes your bank will decline online and international payments for precautionary reasons. If you reside outside of Canada, your bank may have blocked your payment since you're making an international purchase (Doteasy is a Canadian company). In this case, you will need to contact your credit card issuing bank to authorize this payment.
3. Prepaid/Gift Cards - VISA and MasterCard gift cards require the user to register online before they can be used for online payments. If the gift card is not registered, any transaction processed on them will be declined.
4. Your credit card cannot process payments in foreign currencies - Some credit cards cannot process payments in foreign currencies. For example, if your purchase is in USD but your bank doesn't allow currency exchanges on your credit card, your payment would be declined.

If you believe that the problem has been resolved and you would like us to retry the payment, please use the following link to submit your payment retry request:

<https://www.doteasy.com/SecureRequest>

Our system will auto-retry the payment upon receiving your confirmation. Please do not hesitate to contact us if you require further assistance or payment options.

<https://kb.doteasy.com/questions/167/>