

# SwervePay FAQs

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## What are the limitations to cards that are swiped with SwervePay?

There are a few limitations when swiping a card using Swerve Pay:

- SwervePay will only take the 5 main credit cards (Visa, Mastercard, AMEX, Discover and Diners Club) as well as HSA cards.
- HSA cards must be "card branded", such as Visa or Mastercard.
- If your agency has specific issues with an HSA/FSA card, you will need to open a case with SwervePay and supply them the transaction ID for that transaction.

## How do I add SwervePay?

If you want to add SwervePay to your clinical site to accept payments, click [here](#) to fill out and submit the request.

## How do I cancel my SwervePay Account?

If you would like to cancel your SwervePay account, please call 800-488-4420, option 6, and ask to start the process of cancelling your account.

## Is credit card information stored in NextStep or SwervePay?

Credit card information is stored on Swervepay systems. They are not stored in, nor do they pass through NextStep servers.

SwervePay is PCI compliant, a certification that is needed if you store people's credit card information. For more information, please see the [SwervePay Privacy Policy](#).

## Where do I run a payment for SwervePay?

You can only run a payment through SwervePay from the **Main Menu > Payment Center**.

## How do I submit a support case to SwervePay?

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You can submit a support case to SwervePay by sending an email to Finvi Product Support at [product.support@finvi.com](mailto:product.support@finvi.com).

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