

# Credit Card Verification Updates for GiveSmart Events

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**Effective Date:** February 13, 2026

## Credit Card Verification Updates for GiveSmart Events

To further protect your organization and your donors, GiveSmart is introducing enhanced credit card verification requirements within the **Events** module.

### What's Changing?

Beginning February 13, 2026, certain credit card transactions in GiveSmart Events will require **additional verification** using:

- **Address Verification System (AVS)**

Confirms that the billing address entered matches the address on file with the donor's card issuer.

- **Card Verification Value (CVV)**

The 3–4 digit security code used to confirm the donor has physical possession of the card during an online ("card-not-present") transaction.

These checks help reduce fraud and protect sensitive payment information.

### Which Credit Cards Are Impacted?

- **Credit cards saved prior to December 9, 2025** may need to be revalidated.
- Cards that have not been revalidated may be declined during checkout until verification is completed.

### What Will Donors Experience?

If a saved card cannot be verified:

1. The transaction may be declined at checkout.
2. An enhanced on-screen message will prompt the donor to:
  - Add a new credit card, or
  - Re-enter the same card, including billing address and CVV.

3. Once the information matches the card issuer's records, the card will be saved and the transaction will process successfully.

## How Does This Affect Event Duplication?

When duplicating Events:

- **Credit card data will no longer carry over to the duplicated event.**
- Donors will be prompted to revalidate payment information when required.

This change follows industry best practices for fraud prevention and data protection.

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## Why Is GiveSmart Making This Change?

Momentive Software is committed to maintaining the highest standards of payment security.

These updates help:

- Protect donor payment information
- Reduce the risk of credit card fraud
- Ensure continued compliance with evolving security standards
- Preserve donor trust during online transactions

## What Should Event Admins Do?

No action is required before February 13, 2026. However, we recommend:

- Informing staff and volunteers that donors may be prompted to re-enter card details
- Including a brief note in donor communications if your event heavily relies on saved cards
- Directing donors to support if they experience issues completing checkout

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## Donor FAQ: Credit Card Verification Updates

### Why am I being asked to re-enter my credit card information?

We've added additional security checks to better protect donors from unauthorized card use. Some saved credit cards need to be **revalidated** to meet updated security standards.

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### What information do I need to re-enter?

If prompted, you'll be asked to enter:

- **billing address**, and
- **security code (CVV)** — the 3- or 4-digit number on your card.

This helps confirm that you are the authorized cardholder.

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## Does this mean my card was compromised?

No. Being prompted to re-enter your card information does **not** mean there is an issue with your card or account. This is a routine security enhancement designed to protect all donors.

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## Why did my saved card get declined?

Some cards saved **before December 9, 2025**, may not meet the new verification requirements. If your card is declined:

- You can re-enter the same card with your billing address and CVV, or
- Add a different card to complete your donation.

Once verified, your donation will process normally.

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## Will I have to do this every time I donate?

No. Once your card is successfully revalidated, it will be saved and can be used for future donations unless your bank requires additional verification.

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## Why doesn't my card carry over to a duplicated event?

For security reasons, payment details do not transfer when events are duplicated. This helps prevent unauthorized use of saved card information and protects donor privacy.

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## Is my payment information secure?


Yes. GiveSmart uses industry-standard security measures to protect your payment information and works continuously to prevent credit card fraud.

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## What should I do if I still can't complete my donation?

If you're having trouble:

1. Double-check that your billing address matches what your bank has on file



2. Try entering a different card

3. Reach out to the event organizer or GiveSmart Support for assistance

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