



# FILTER ERROR REASONS

2023

The table below presents explanations for the most general filters that arise due to restrictions on Nuvei's side.

Filter Error	Description
<b>Country does not support the CFT program</b>	Means that a CFT cannot be processed to card issued in the specific country
<b>Invalid Currency</b>	The currency is not opened in the Acquirer Bank
<b>This card is not supported in the CFT Program</b>	Means that a CFT cannot be processed to such a card – only a refund (Type 2) up to the original transaction amount.
<b>This Transaction was charged back</b>	Cannot process credits on Charged Back transactions.
<b>Credit Amount Exceed Total Charges</b>	Filter error that is activated when processing credit fraud (type=2) and the amount of the credit is higher than the initial transaction amount. Also, it could happen when processing credit fraud on transaction that was already credited and the total amount of the credits is higher than the initial sale transaction amount.
<b>Credit count exceeded CCC restriction</b>	Under Visa International regulations, fraud refunds (non-CFT credits, <b>sg_credittype=2</b> ) can be processed up to a limit of 5% from the total sales count of the merchant since the beginning of the calendar month.
<b>Credits total amount exceeds restriction</b>	Nuvei policy sets the credit limit for every account at a total of 100% of the total sales amount over the previous 7 days regardless of credit type. When the credit restriction is exceeded, then transactions are rejected with this reason.