

# WePay FAQs

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This article applies to:

WePay closed its UK operations in August 2023. Customers will not be able to add a new WePay connection to their Keap account. There will be more information to come.

Customers needing assistance with WePay related items (eg tax forms) should reach out to WePay directly. We can pull a customer's account name and ID if needed, but any account related matters should go through WePay.

## Is WePay available in my country?

WePay is currently only accepting new customers with bank accounts in the United States and Canada.

## How do I get support directly from WePay?

Refer to the [WePay Help Center](#).

## How do I sign in to manage my WePay account?

After setting up your WePay account in Keap, you will see a 'Manage Account' link in the Payment Types page in Keap. Click this to log into your WePay account.

## Is the CVV/CVV2 required?

The CVV/CVV2 field is required by WePay. Collecting this type of cardholder data allows us to fight fraud more effectively.

## When will my funds be available for withdrawal?

It could be one of the following:

- One or more payments haven't fully processed. Pending payments are payments that are subject to minor delays from reviews. Payments are reviewed to protect merchants and payers from any malicious activity and ensure they are compliant with the [WePay Terms of Service](#). It can take up to two business days to review pending payments. Bank payments can take longer to clear because payers must first verify their bank account information.
- The account holder needs to link their bank account. A bank account must be linked to WePay to receive funds. View the payment types page in your Keap application and click the 'connect your bank account' link to complete the process. Click [here](#) for more details.
- There are reserves on the account. WePay has a unique reserves system that balances getting merchant's

their money as soon as possible while also protecting against risky elements like fraud. A portion of payments that WePay holds is used to protect merchants from chargebacks and disputes. Reserves are based on transaction history and information provided at sign-up such as the industry and how the merchant uses WePay.

**How can I refund a payment that was completed more than 60 days ago or is over \$5,000 in value?**

Contact WePay Support for assistance with refunds meeting either or both of these criteria.

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