

What is a Pre-authorization?

It is a temporary freeze of a specific amount on a credit card. It is commonly used by Hotels and Car Rentals, they utilize the platform on your credit card as a guarantee without ever actually cashing the amount. It is not a payment; no bank movement is recorded.

What is it for?

It is a protection for you, and for the car rental company. It allows the rental car company to secure the deposit as a precautionary measure, without, it actually ever being deducted from your account balance, but only temporarily "frozen" from your available balance.

In the process of accepting the Pre-authorization a payment information text message, how come?

The banking-type informational text messages "predefined alerts" are intended for security purposes and not for accounting purposes. In accounting terms in case of a pre-authorization, no accounting movement is recorded. This can be easily verified through home banking or in the bank statement. There is no predefined alert text message for Pre-authorization, so sometimes as a warning alert, the payment one is utilised.

How long will it take to have the amount available on my card again?

This depends on the type of card as well as the issuing bank. E.g., a normal credit card can take from about 2/4 days. A prepaid card 20/25 days. Sometimes it can also vary from bank to bank. Once the Pre-authorization is released/closed by the car rental company, the time to have the pre-authorized amount available for spending again depends solely and exclusively on the card issuer.

Is it possible to speed up the bank procedure?

We immediately release the restricted amount, but if you would like to reduce the time attributable to the bank even more, we can collect 1 cent from the pre-authorization so as to create an immediate accounting movement on the same, this works in 90% of cases. In addition, upon request, we can provide all the necessary documentation for you to submit to your bank in person instead of waiting for the normal timeframe of computer systems.

