Sample supporting documents

This document shows a list of sample acceptable documents to verify your identity and the ownership of your payment. Attach the correct supporting document with required details to remove the hold on your account more quickly.

We do not accept Amazon Invoices. Please do not upload password protected files.

Document samples covered

- Billing statement
- Bank statement with debit card snapshot
- Credit/debit, virtual cards
- Recent transactions for a card

Payment type - Credit/debit card, virtual cards

Billing statement

You can access your billing statement through your bank/ credit card website or email or as a paper copy, depending on your bank and how you have opted to receive it. Attaching a billing statement would speed up the process of unlocking your account. Alternatively, you can submit your card image masking all information except your name, last 4 digits and transaction proof to resolve account issues.

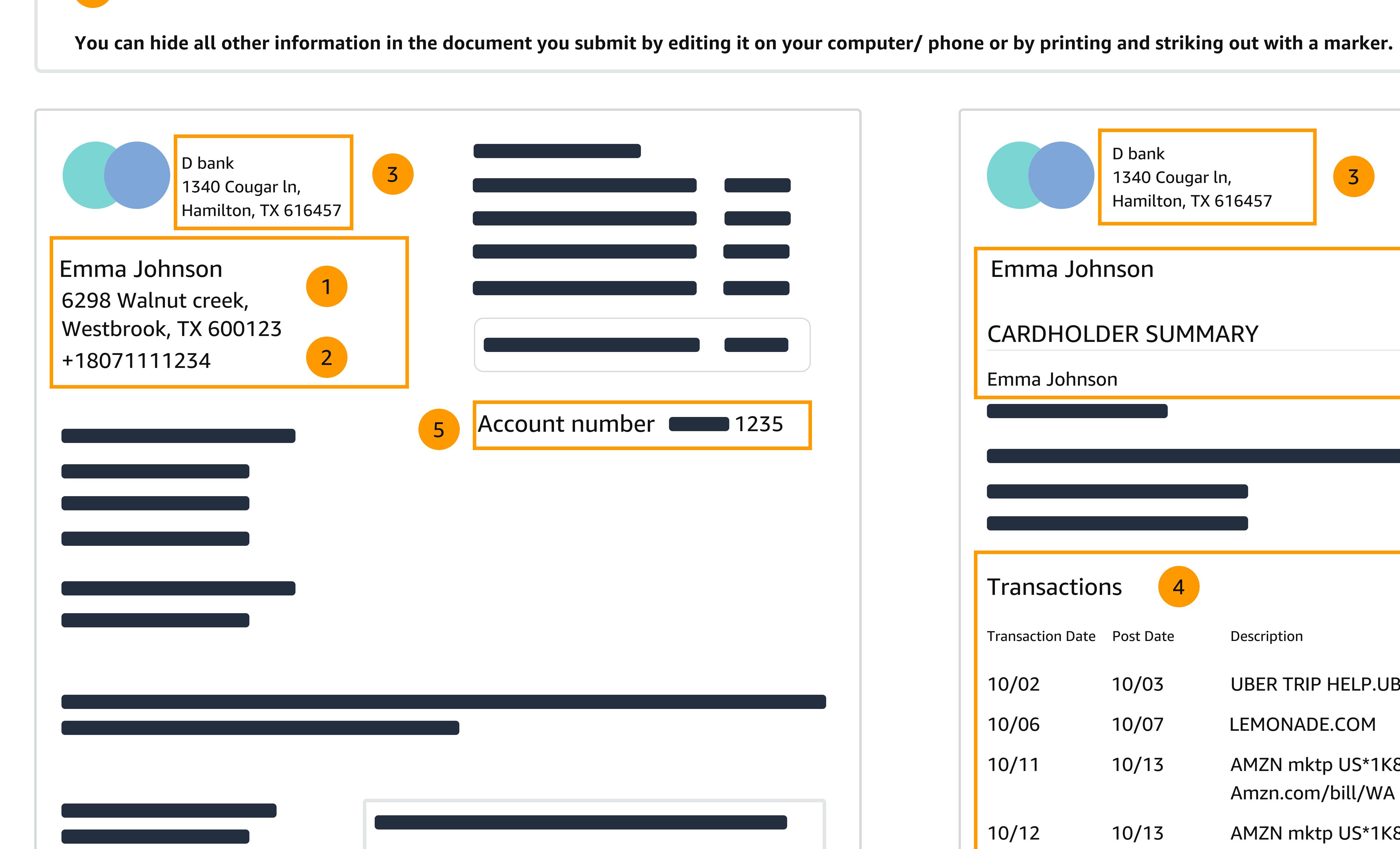
Following details should be clearly visible on your billing statement
1 Your name and address

2 Phone number (if included in billing statement)

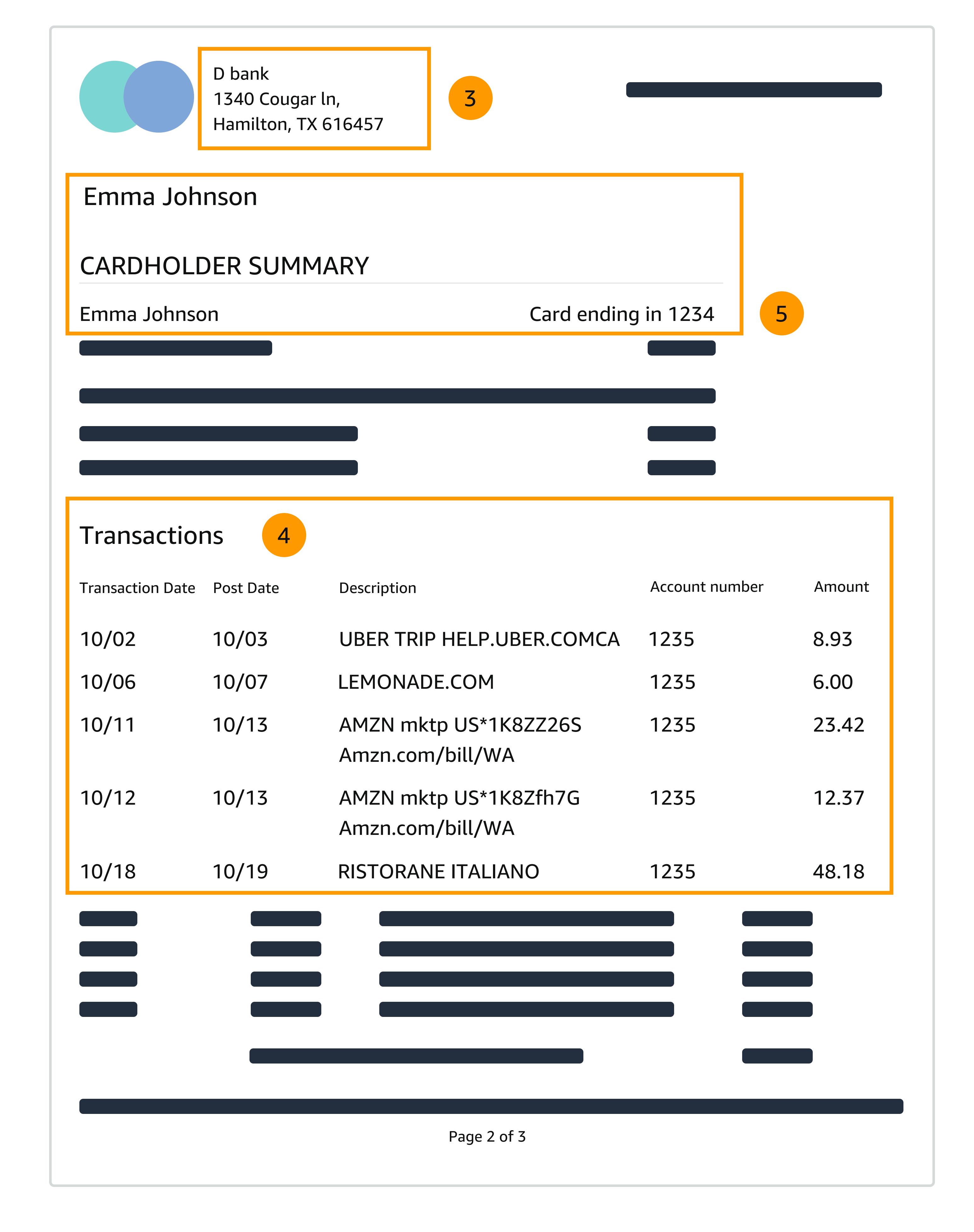
3 Name and address of the financial institution

4 Recent transactions - details with transaction amount. Include Amazon transactions if available.

5 Last 4 digits of your credit card or account number



Page 1 of 3



Payment type - Bank account, debit card

Bank statement with debit card snapshot

When you attach a bank statement with an account number that doesn't match with the card payment method you used, supplement the bank statement uploaded by attaching image of the card.

Following details should be clearly visible on your bank statement
Your name and address

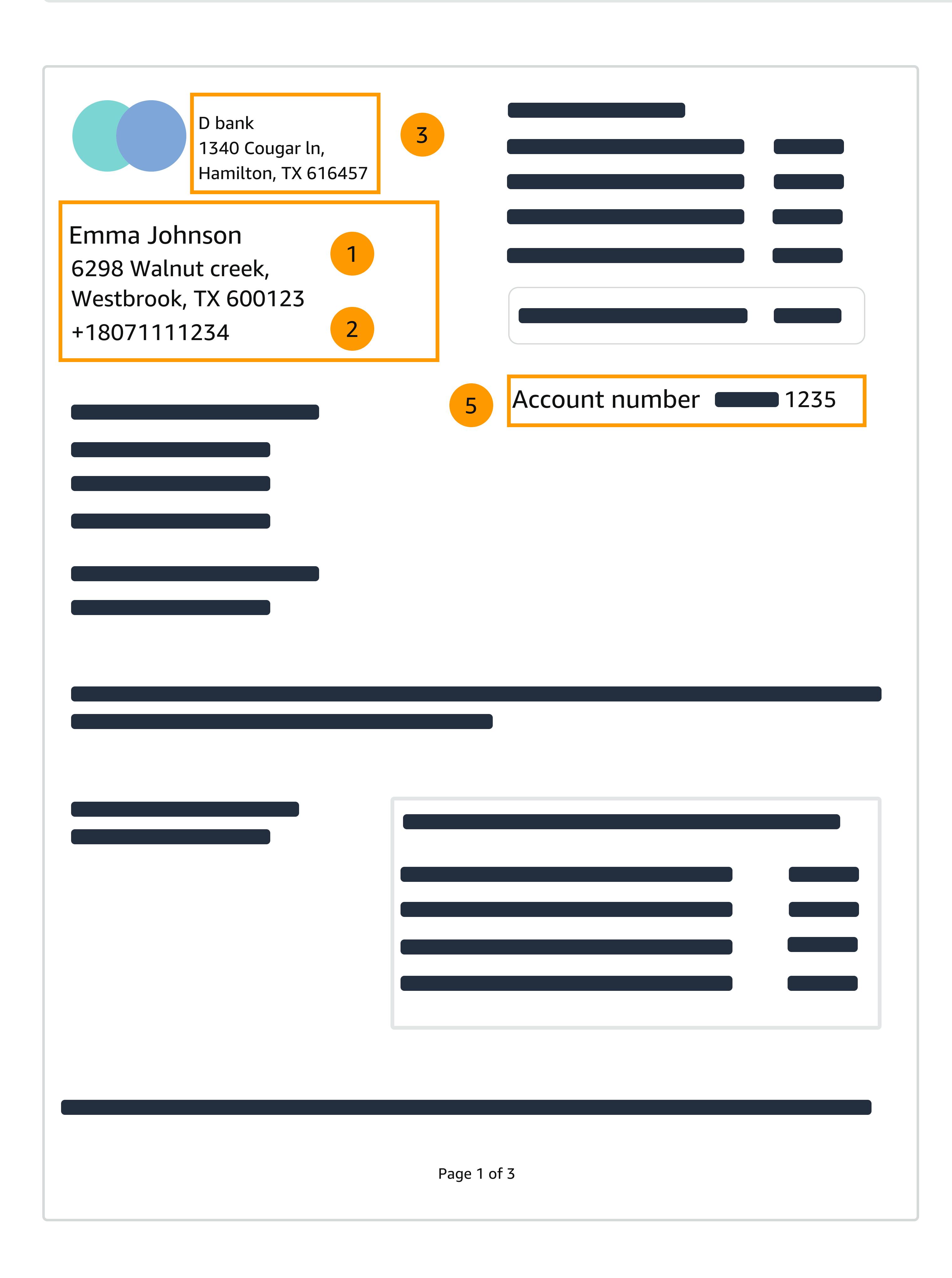
Phone number (if included in bank statement)

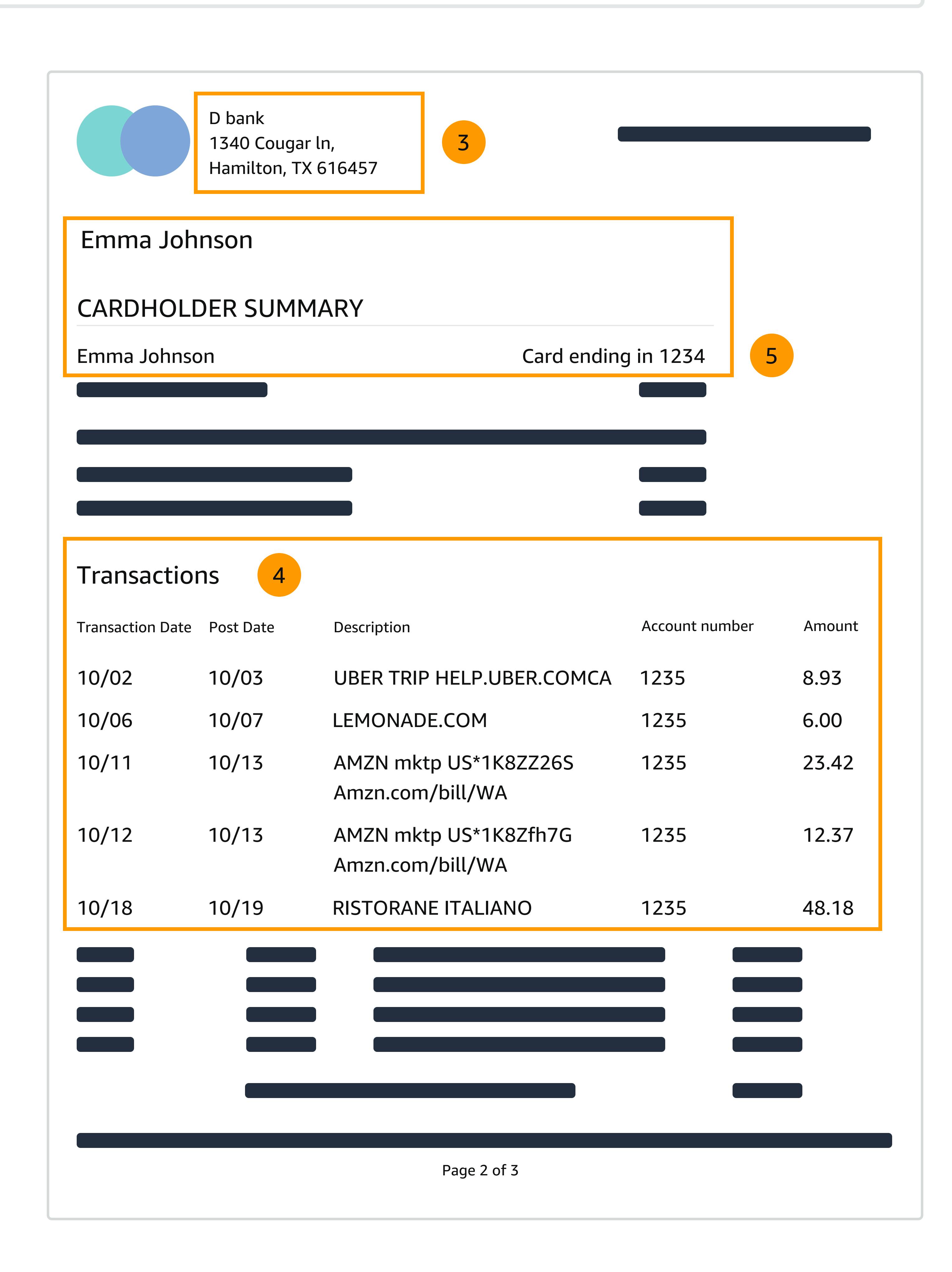
Name and address of the financial institution

Recent transactions - details with transaction amount. Include Amazon transactions if available.

5 Last 4 digits of your debit card or account number

You can hide all other information in the document you submit by editing it on your computer/phone or by printing and striking out with a marker.





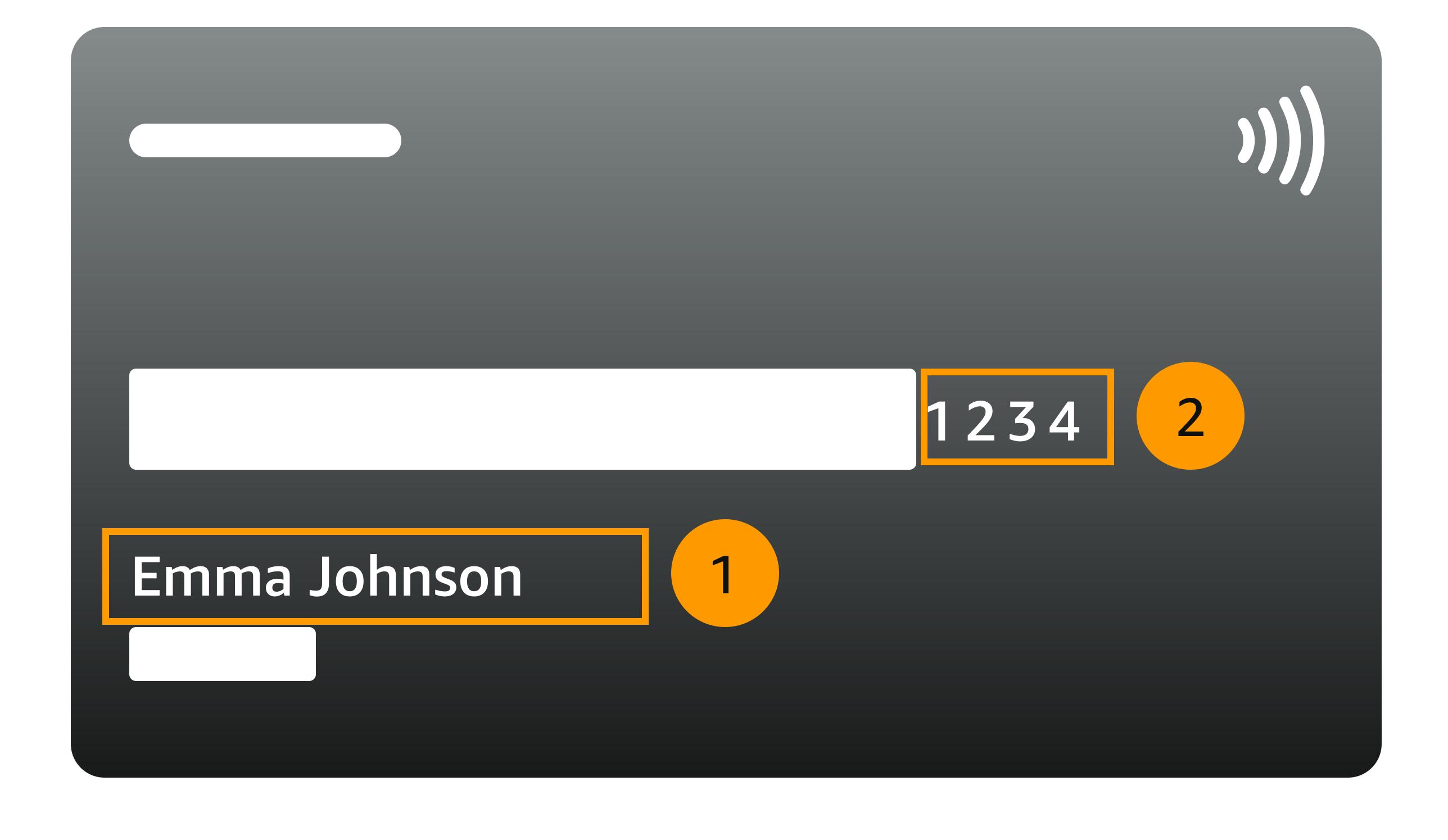
Following details should be clearly visible on the snapshot of your card method you used to verify your ownership

1 Your name

Last 4 digits of your card number

Please ensure ONLY the last four digits of the card are visible. For your security, do NOT include full card or account numbers or your CVV.

You can hide all other information in the document you submit by editing it on your computer/phone or by printing and striking out with a marker.





Payment type - ONLY if your card is new and yet to have your first billing statement

Credit/ debit, virtual cards

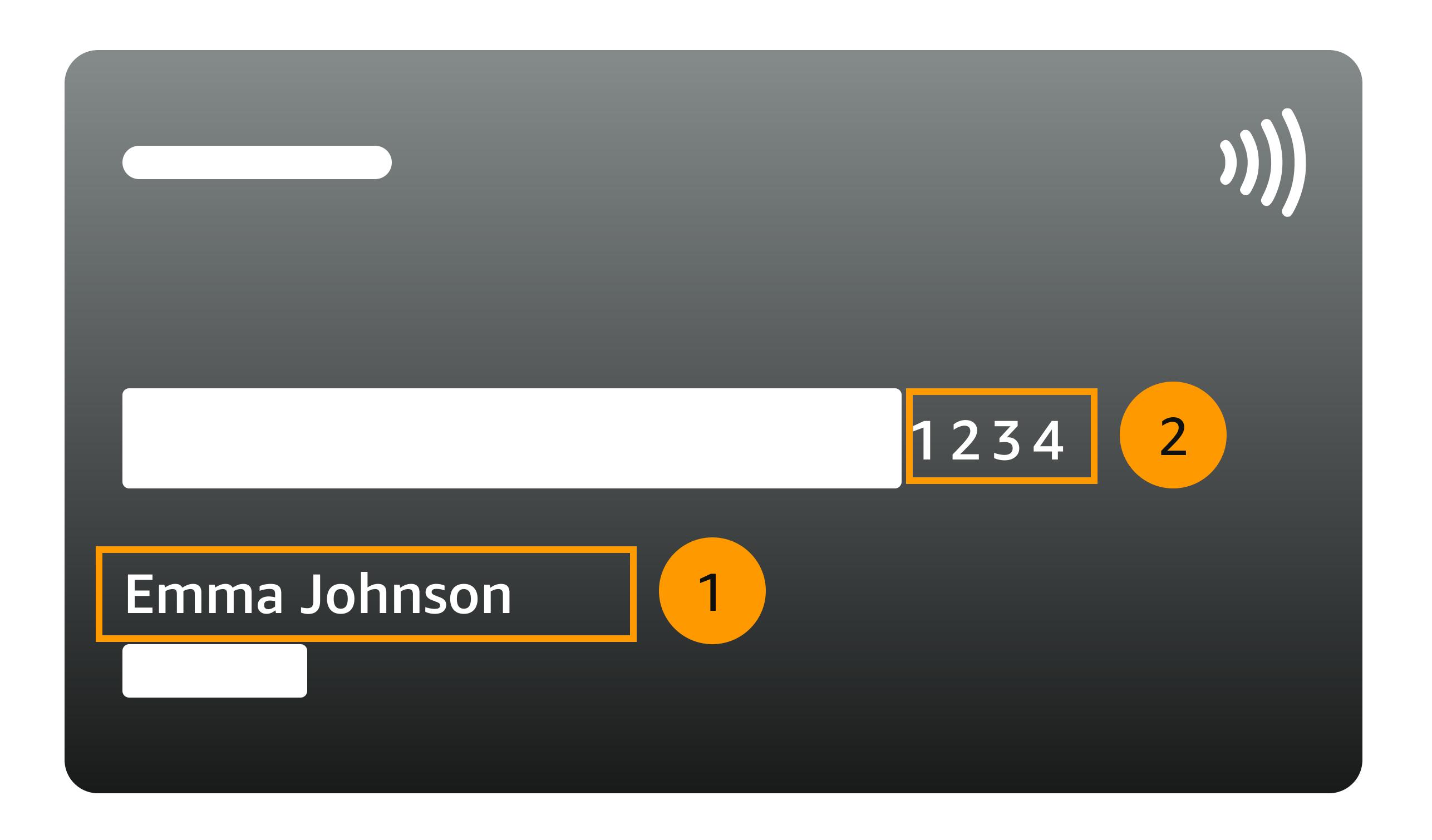
If billing statement isn't available for new cards, please submit proof of transaction, card details (as mentioned here). You can submit proofs from physical and virtual credit/ debit card, prepaid card as supporting documents.

Following details should be clearly visible on the snapshot of your card to verify your ownership

- 1 Your name
- 2 Last 4 digits of your card number

Please ensure ONLY the last four digits of the card are visible. For your security, do NOT include full card or account numbers or your CVV.

You can hide all other information in the document you submit by editing it on your computer/phone or by printing and striking out with a marker.





Payment type - ONLY if your card is new and yet to have your first billing statement

Recent transactions for credit card

Your recent transactions for the card payment method you used should clearly show the following -

- 1 Recent transactions details with transaction amount. Include Amazon transactions if available.
- 2 Card number used in the transactions

You can hide all other information in the document you submit by editing it on your computer/phone or by printing and striking out with a marker.

