

Update your Credit Card Statement Name to help prevent losses and save time

It's important to make your Credit Card Statement Name as clear as possible so that customers will recognize your charge on their card statement. If a customer doesn't recognize a charge, they could open a complaint that they did not recognize or did not authorize the charge. The Credit Card Statement Name is the name that will appear on your customer's credit or debit card statements. To help your customers remember where they shopped, make sure your Credit Card Statement Name is correct by following the instructions below.

Update Your Credit Card Statement Name (Standard or Advanced)

1. Log in to your PayPal account.
2. Click **Profile** at the top of the page.
3. Click **My Selling Tools**.
4. Click **update** next to "Credit card statement name" in the "Selling online" section.
5. Enter your business name, then click **Save**.
 - Don't enter special characters such as &, #, ().
 - Your business name could be displayed on your customers' credit card statement after the word PayPal *. For example (PayPal *SELLER NAME).

Update your Credit Card Statement Name (Pro or Virtual Terminal)

1. Log in to your PayPal account.
2. Click **Profile** at the top of the page.
3. Click **Payment receiving preferences** in the "Security and risk settings" section.
4. Enter your business name, then click **Save**.
 - Don't enter special characters such as &, #, _().

The Credit Card Statement Name is the name that will appear on your customers' credit card statements.

The name can be 11 alpha-numeric characters in length, including spaces.

For some payments, the name can be extended to 19 alpha-numeric characters in length, including spaces.

[Learn More](#)

Credit Card Statement Name: (11 Character Maximum)

Extended Credit Card Statement Name: (19 Character Maximum)

Save

Cancel

Note: If your customer paid for their purchase using a bank transfer, your business name will not appear on their bank statement. Instead, your customer will see PAYPALINST XFER. To verify the purchase your customer would need to log in to PayPal and look for the transaction in their History.