EMVCo Associate Account
Frequently Asked Questions (FAQ)

1. **How can I change my contact information?**

   Once logged in as an Associate, you may update your profile by selecting 'Click here' under the "My Account" header, and then selecting 'Update My Profile' on the left side of page. Once your information is updated, select 'Submit' at the bottom of page.

2. **How can I change my login ID?**

   Your default login ID is your email address. Once logged in as an Associate, you may update your profile by selecting 'Click here' under the "My Account" header, and then selecting 'Update My Profile' on the left side of page. Once your information is updated, select 'Submit' at the bottom of page.

3. **How can I reset my password?**

   On the EMVCo website homepage, select 'Login' located at the upper right corner of the page. Enter your login ID, select 'Forgot Password', and enter the information requested.

4. **How do I know when my Associate Programme participation cycle expires?**

   Once logged in as an Associate, you may view your account status by selecting 'Click here' under the "My Account" header, and then selecting 'Account Status' on the left side of page.

5. **When will I be expected to pay the renewal fee for Associate participation?**

   The annual fee to renew your participation is due on the thirtieth day of the new participation cycle (January 30th of each year). You will receive an email notification and invoice approximately 60 days prior to the expiration of your participation.

6. **How do I renew my participation?**

   Invoices are distributed approximately 60 days prior to the expiration of each year's participation. To renew your company's participation, please pay this invoice via the instructions provided.

7. **What payment options do I have?**

Payment for Associate participation can be made by wire transfer. Subscribers may pay via credit or debit payment cards (American Express, Discover, JCB, MasterCard, UnionPay and Visa). EMVCo does not accept checks

8. **Whom do I contact for problems processing a wire transfer payment?**

If you make payment via wire transfer, please refer to EMVCo's bank details appearing on the participation invoice. Kindly ensure that the all the details are correctly entered onto your wire transfer payment request to your bank. Please ensure that all potential problems are addressed with your bank. If these steps do not resolve the problem, contact the Associates Programme staff at eapsupport@emvco.com.

9. **Whom do I contact for problems with processing a credit/debit card payment?**

If you have trouble processing payment, first contact your bank regarding authorisation, reserved funds or any other issue that may prevent payment from being processed. Also ensure that the payment information has been entered correctly. If these steps do not resolve the problem, contact the Associates Programme staff at eapsupport@emvco.com.

10. **Is the Associate participation fee refundable if I cancel my subscription?**

The annual Associate participation fee is not refundable.

11. **How can I get more information on Associates meetings?**

Information regarding upcoming meetings is provided in the "Meetings" section of the EAP website. Individual meeting notices for each event are posted, usually at least three months in advance of an event. If you have a specific question regarding a meeting, please submit an email to eapsupport@emvco.com with full details of your request.

12. **Is there a fee for any of the Associates meetings?**

There is no registration or attendance fee payable for any of the Associates meetings, but it should be noted that Associates are responsible for their own travel expenses and accommodations for onsite meetings.

13. **Where can I ask a question or submit a general comment to EMVCo?**

Once logged in as an Associate, you may submit a query by selecting 'Query' on the horizontal navigation bar. Enter the information requested in the form and upload

any supporting documentation. Then select 'Accept' to confirm that you have read and agreed to the terms and conditions.

14. **I have additional information for a query I submitted, but have not yet received a response. How can I submit this information?**

You may submit a new query to provide EMVCo with additional information on a previous query. Once logged in as an Associate, you may submit a query by selecting 'Query' on the horizontal navigation bar. Enter the information requested and select the appropriate number in the 'Related Query ID' field. Upload any supporting documentation, and then select 'Accept' to confirm that you have read and agreed to the terms and conditions.

15. **I earlier submitted a query to EMVCo and have not received a response.**

Queries may require discussion and the answer consensus amongst the members of the applicable working group. Several working groups may be involved in a response to a query, depending on the complexity of the query.

You may submit a new query to request a status of a previous query. Once logged in as an Associate, you may submit a query by selecting 'Query' on the horizontal navigation bar. Enter the information requested and select the appropriate number in the 'Related Query ID' field. Select "General" in the 'Query Subject' field. Include the keyword "STATUS" in the 'Detailed explanation of comment' field. Upload any supporting documentation, and then select 'Accept' to confirm that you have read and agreed to the terms and conditions.

16. **I received a response from EMVCo on my query, but have further questions. Should I submit a new query?**

You may submit a new query to EMVCo with further questions on a previous query. Once logged in as an Associate, you may submit a query by selecting 'Query' on the horizontal navigation bar. Enter the information requested and select the appropriate number in the 'Related Query ID' field. Upload any supporting documentation, and then select 'Accept' to confirm that you have read and agreed to the terms and conditions.

17. **Can I view queries that I previously submitted?**

You may view previous queries that you submitted. Once logged in as an Associate, you may view your queries by selecting 'Query' on the horizontal navigation bar. Select 'Open Queries' or 'Closed Queries' on the left side of the page.