



EMVCo Subscriber Programme Frequently Asked Questions (FAQ)

1. What is the EMVCo Subscriber Programme?

The Subscriber Programme allows interested parties to access advance information regarding revisions to EMV Specifications, draft documents, and upcoming User Meetings. Subscribers may also contact EMVCo directly via the “Query” function on the EMVCo website, so as to solicit feedback or guidance with respect to technical issues. Subscribers may be required to enter agreements concerning intellectual property rights and other important terms related to these activities.

2. Why did EMVCo implement the Subscriber Programme?

EMVCo wanted to broaden participation in the development work of the organisation in order to increase transparency and engagement with the global payments industry. The Subscriber Programme seeks to enable those who wish to have access to the development work of EMVCo to monitor and participate in document creation and review processes.

3. What is included in the Subscriber participation?

Subscriber participation includes the means to access advance information regarding revisions to EMV Specifications and draft documents. Subscribers may also contact EMVCo directly via the “Query” function on the EMVCo website, so as to solicit feedback or guidance with respect to technical issues. Furthermore, Subscribers receive advance notice of upcoming User Meetings in which Subscribers may participate.

4. Will I still be able to access the EMV Specifications if I am not a Subscriber?

It is not necessary to participate in the Subscriber Programme to receive the royalty-free, final, published versions of the EMV Specifications, bulletins and application notes; all such documentation is available to non-Subscribers. In addition, the terminal type approval, card type approval and security evaluation process documents and approval lists will remain publicly available to non-Subscribers on the website.

5. Whom can I contact for more information on the EMVCo Subscriber Programme?



If you have additional questions that are not addressed in the FAQs, you may submit a comment through the homepage of the EMVCo website by selecting 'Contact Us' and following the directions.

6. Would purchasing a subscription allow me to use EMVCo logos in marketing material for my EMVCo approved product?

The EMV and EMVCo logos are for exclusive use by EMVCo LLC. They may not be used by anyone other than EMVCo. However, the EMVCo Approved Certification Mark is available for use in respect of EMVCo-approved products subject to eligibility and signing a Trade Mark License Agreement. Please check the EMVCo website for details.

7. What is the difference between an “Individual Subscriber” and a “Company Subscriber”?

An Individual Subscriber account is for a single individual; an independent contractor, consultant, media representative, or other singular person seeking to participate in the Subscriber Programme. A Company Subscriber account is designed to allow multiple individuals within the same organization to participate as Subscribers. Company Subscriber participation is the appropriate participation level for any organization that anticipates having more than one individual requiring access to Subscriber content.

8. What is the fee to participate as a Subscriber?

Individual Subscriber participation comes with an annual fee of 750 USD per individual user. Company Subscriber participation comes with an annual fee of 2500 USD per company.

9. Is the Subscriber fee refundable if I cancel my subscription?

The annual subscription fee of 750 USD (2500 USD for Company Subscriber) is non-refundable.

10. How do I know if my company is already a Subscriber?

You may confirm whether your company has already purchased a subscription through submitting a comment to EMVCo. On the EMVCo website homepage, select 'Contact Us' on the top right corner of the page. When directed to the next page, select 'Public Comments' at the bottom of page. On the 'Public Comments' form, enter the information requested. In the 'Query Subject' menu, select 'EMVCo Site Support'. In the 'My Comments' field, enter your request using "USERID" as a



keyword in the text. Then select 'Accept' to confirm that you have read and agreed to the terms and conditions.

11. What payment options do I have?

EMVCo accepts payment by credit or debit payment cards (American Express, China UnionPay, Discover, JCB, MasterCard and Visa). EMVCo does not accept checks.

12. Whom do I contact for problems with payment?

EMVCo can only help you verify that your order was placed with EMVCo. On the EMVCo website homepage, select 'Contact Us' on the top right corner of the page. When directed to the next page, select 'Public Comments' at the bottom of page. On the 'Public Comments' form, enter the information requested. Select the Query Subject of 'EMVCo Website Support'. Include the keyword "PAYMENT" in the 'My Comments' field.

If you have trouble processing your order, contact your bank regarding authorisation and reserved funds. Please also verify the payment information entered in the order.

13. How do I subscribe?

Subscriber registration and payment can be made through the homepage of the EMVCo website by selecting 'Participant Sign Up' and following the instructions.

14. How do I login as a Subscriber?

On the EMVCo website homepage, select 'Login' located at the upper right corner of the page.

15. I forgot my user ID. Whom can I ask for the information?

On the EMVCo website homepage, select 'Contact Us' on the top right corner of the page. When directed to the next page, select 'Public Comments' at the bottom of page. On the 'Public Comments' form, enter the information requested. In the 'Query Subject' menu, select 'EMVCo Site Support'. In the 'My Comments' field, enter your request using "USERID" as a keyword in the text.

16. 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.



17. What is the annual EMV User Meeting?

EMVCo holds an annual EMV User Meeting to allow interested participants to obtain additional insight into the activities of EMVCo, and establish a forum that will facilitate a regular formal dialogue between EMVCo and the global payments industry on regional or global matters.

18. Will there be a fee for the EMV User Meeting?

A registration fee will be communicated when the details for the EMV User Meeting are announced.

19. Why did I not receive a response to the comment I submitted?

EMVCo welcomes comments submitted through the website, but as you will appreciate EMVCo receives a high volume of public comments and it is not possible to respond to all. An enhanced query functionality is available through a subscription that provides direct interaction with EMVCo for your comments and questions. EMVCo suggests that you purchase a subscription to gain access to this service.