

USER GROUP COMMUNITY PROGRAM

MEMBERSHIP OVERVIEW

September 22, 2020

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ACI's User Group Community program is designed to provide a platform on which operations, technical and product focused customer roles can collaborate on new, innovative ideas, provide product feedback, help prioritize product roadmap improvements, and gain product and industry insights from ACI experts and peers.

The program consists of five solution-based User Communities. Nested within some communities are product- and regional-specific User Groups:



Each community and user group is run by a volunteer customer leader and an ACI advisor — your lead knowledge experts on your specific ACI products/solutions and your industry.

Communities and user groups meet virtually at least twice a year and in person once a year at our annual User Group Forum events. Meeting topics and content are determined and driven by customer members, customer leaders and ACI advisors.

All members have access to our online community where they can collaborate, ask questions, share insights and be the first to learn about upcoming community events.

JOINING A COMMUNITY

In addition to providing access to a network of like-minded individuals focused on sharing industry knowledge and innovative ways to use ACI solutions, the program provides exclusive, member-only benefits such as:

- Ability to provide input on product roadmaps and new solution features to better meet your business needs
- Opportunities to learn and understand ACI's upcoming deliverables to better plan your internal roadmap and deliverable plan
- Ability to capitalize on the community network and learn how others have derived value and solved challenges using ACI solutions
- Access to ACI experts with deep technical and product knowledge who can provide insights into ACI products and solutions
- Greater insight into ACI's solution strategies and how they help you stay relevant in today's market

There is no cost to join and the enrollment process is simple:

STEP 1: Verify you meet the membership requirements:

- You are currently employed by an ACI customer organization.
- You can commit to participating in at least one meeting per year and in the online community at least once per quarter.

Please note, after nine months of non-participation you will be considered inactive. After 18 months, we will deactivate your account. You may reapply for active status.

- You agree to share your name and contact information with the user group customer leaders and ACI advisors.

STEP 2: Access and complete the [User Group Community Membership Request](#) form on ACIWorldwide.com. The user group program management team will receive your request and grant your membership into the community. You will receive a welcome email from ACI with login instructions.

STEP 3: Log in and join the conversation!

JOINING A USER GROUP WITHIN A COMMUNITY

Interested in joining a regional or product-specific user group within a community? Once logged into your community, refer to the User Groups section of the community home page. Here you can view available user groups and request to join those you are interested in.

THE FINE PRINT

ACI Worldwide reserves the right to refuse the voluntary self-nomination of any community/user group leader and to revoke a community/user group leader's status at any time and disband a user community, a user group or the user group program in its entirety. ACI Worldwide also reserves the right to request that a member of the user group community not attend a user group community event for behavior unbecoming of a member of the ACI Worldwide community. Acceptance of the community/user group leader designation constitutes permission for ACI Worldwide and its agencies to use user group/community leaders' names and/or likenesses for advertising and promotional purposes without additional compensation, unless prohibited by law.

Participation in the user group community program is at your own risk and by participating in the user group community program, each leader and member agrees to release, indemnify, defend and hold ACI Worldwide and its parents, affiliates, subsidiaries, directors, officers, employees, sponsors and agents, including advertising and promotional agencies and assigns, harmless from any and all claims, injuries, damages, expenses or losses to person or property and/or liabilities of any nature that in any way arise from participation in the program including without limitation (i) any condition caused by events beyond ACI Worldwide control that may cause the program to be disrupted or corrupted; and (ii) any injuries, losses or damages (compensatory, direct, incidental, consequential or otherwise) of any kind arising in connection with or as a result of the user group leader designation or from participation in the program.

Behaving in a way that is inconsistent with guidelines contained within this document may result in removal from the user group community program. ACI Worldwide expressly reserves the right to remove a member from the program at its sole discretion, and immediately upon notice.