

JOINING THE USER COMMUNITY

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What is the User Group Program?

Overview

The ACI® User Group Program was created to connect ACI customers and advisors on a regular basis with the goal of collaboration, networking, sharing ideas and gaining knowledge to be more successful in their business using ACI solutions and products. The program consists of six User Communities with User Groups nested within. The User Communities and User Groups are available for all ACI customers to join.

How does the program work?

The program consists of six User Communities. Nested within each community are User Groups, which provide ACI customers the opportunity to share product feedback, enhancements to a product's features and functions, overall business suggestions and gain insight and influence over ACI's product roadmaps. Each User Community and User Group is run by volunteer customer leaders, and ACI Worldwide® acts as a liaison to ensure each group has the financial and administrative resources necessary to run successfully.

Picking the right User Community

When you choose to become a User Group member, you will need to select a User Community to join. You may also join a User Group within that community if you are interested in learning and collaborating on a specific product; however, it is not required.

You may join more than one User Community and belong to more than one User Group, but please read the rules of membership, as each group will require time to participate as an active member.

There are six to choose from. Here is an overview of each, so you can pick which one appeals to you most. There is no cost of membership.

- Retail Banking
- Transaction Banking
- Payments Risk Management
- Immediate Payments
- Merchant Retail
- DevOps

Become a member

To begin participating, you simply need to agree to the following requirements below and request to join a community [here](#). There is no cost to join!

The process is simple!

1. Click on the "Become a Member" bar on ACIWorldwide.com's User Group page to be taken to the "ACI User Group Community Membership Request" page.
2. Check to make sure you meet the member requirements:
 - 2.1 Must be currently employed by an ACI customer organization. There is no limit to how many employees can join from one organization.

- 2.2 Belong to at least one User Community.
 - 2.3 Participate in at least one meeting per year and participate at least once a month on the online user community.
 - 2.4 After nine months of no participation, you will be considered inactive; after 18 months, we will deactivate your account. You may reapply for active status.
 - 2.5 If you belong to a User Group, only one vote per enhancement request, per organization is allowed. You must own the license for your vote to count.
 - 2.6 You may belong to more than one User Group.
 - 2.7 Agree to share your name and contact information with the User Group Leadership Team*.
3. Complete the form and select "Submit" to request membership in the community.
 4. The User Group Program Team will receive your request and grant you access to the group.
 5. You will receive a welcome email from ACI with login instructions.
 6. Login and join the conversation.

Interested in joining a User Group as well? Jump in and join today! Check out [the full list](#).

Tips for engaging in your User Community

Becoming a User Group member allows you access to other customer members and ACI advisors within that community. Here are a few tips for engaging online:

Listen, then participate: Take a few moments to navigate the community site and then dive in! Don't be shy about asking questions. The community leaders will help you with any requests or questions. Join a User Group if you are interested in collaborating on a specific product.

Be polite and respectful of others: You are going to engage within a vibrant community of payments and fintech experts from around the globe. Our like-minded members want to share ideas, thoughts, tips, etc. Please engage with your fellow community members in a courteous and friendly manner.

Avoid the "Sell and Spam": Your User Community is not the forum to solicit your product or consultation services! This is not permitted, unless you have received direct permission from the User Community or User Group leadership to do so. Please avoid spam as well. This is the quickest way to lose credibility within your group.

Hopefully you find your experience as a member of ACI's User Communities professionally and personally fulfilling! Join a group today at <http://www.aciworldwide.com/support/user-groups.aspx>.

*The fine print

ACI Worldwide reserves the right to refuse the voluntary self-nomination of any User Group leader and to revoke a User Group leader's status at any time and disband a User Community, 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 event for behavior unbecoming a member of the ACI Worldwide Community. Acceptance of the User Group leader designation constitutes permission for ACI Worldwide and its agencies to use the User Group leaders' names and/or likenesses for advertising and promotional purposes without additional compensation, unless prohibited by law.

Participation in the User Group Program is at your own risk and by participating in the User Group Program, each User Group leader and member agrees to release, indemnify, defend and hold ACI Worldwide and its partners, affiliates, subsidiaries, directors, officers, employees, sponsors and agents, including advertising and promotion 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 User Group Program including without limitation (i) any condition caused by events beyond ACI Worldwide control that may cause the User Group 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 User Group Program.

Behaving in a way that is inconsistent with these guidelines, contained within this document and the User Group Program Guidelines document, may result in removal from the User Group Program. ACI Worldwide expressly reserves the right to remove a User Group leader from the program at its sole discretion and immediately upon notice.

These Terms and Conditions were last updated on 10/30/2018.

We are excited to work together through your voluntary involvement as a User Group member and ACI Worldwide acknowledges what a privilege it is to have you participate in our community.

By your electronic acknowledgment, you represent you have read and understand this document and agree to abide by the expectations and guidelines set forth herein:

READ AND ACKNOWLEDGED – by checking the box on the community enrollment form you acknowledge that you have read and understand all the terms stated in the membership guidelines.

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