ACI User Group Program Guidelines

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ACI UNIVERSAL PAYMENTS℠

What is the User Group Program?

Overview

ACI User Groups were 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 five solution-based User Communities with User Groups nested within. In addition, there are also three executive-style Client Advisory Boards (CABs). The User Communities and User Groups are available for all ACI customers to join. CABs are small executive boards that require an invitation to join and are run and funded solely by ACI. If you are interested in joining a CAB, please reach out to your ACI User Group Program Manager.

How does the program work?

The program consists of five solution-based User Communities. Nested within each community are User Groups, which provide ACI customers the opportunity to share product feedback, enhancements to a products 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 a volunteer customer leader and ACI Worldwide acts as a liaison to ensure each group has the financial and administrative resources necessary to run successfully.

Purpose

The purpose of the User Group Program is to provide an environment of like-minded individuals willing to collaborate on and gain an increased knowledge of their industry, how to use ACI solutions to the benefit of their company and a better understanding of ACI solutions and products to aid members in their personal and professional education.

User Communities

A User Community is a collective of ACI customers and advisors who collaborate both on and offline on industry trends, hot topics, sharing best practices and knowledge with one another. Any customer who signs up to be a member must join at least one community.

- Retail Banking
- Transaction Banking
- Payments Risk Management
- Billers
- Merchant Retail

Meeting Overview

Each community is required to meet a minimum of two times per year; it is highly recommended that one of those times be at ACI's annual User Group Exchange conference. The community leaders are responsible for preparing an agenda in advance of each meeting and determining either a meeting location, if face-to-face, or scheduling a virtual conference call. Meeting agendas can include the following but are not limited to:

- User Community leader presentations

- ACI Product, Business or Technical Advisor presentations
- Partner/Vendor presentations
- Specific industry or product topic
- Hands-on demo sessions
- How-to training sessions

Picking the Right User Community

When you choose to become a User Group member you will need to select a User Community to join. There are five to choose from. Here is an overview of each so you can pick which one appeals to you most. 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. There is no cost of membership.

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.

Becoming a Member

Within the program there are many opportunities to engage in your User Community and/or User Group. There are five different role types available, which depend on how engaged you want to be. Requirements and rewards for participation are detailed in the Member Role section on page 5. They include: Community Member, Top Contributor, Super User, Community Leader and User Group Leader.

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" button 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:**
   a. Must be currently employed by an ACI customer organization. There is no limit to how many employees can join from one organization.
   b. Belong to at least one User Community.
   c. Participate in at least one meeting per year and participate at least once a month on the online user community.
   d. After 9 months you will be considered inactive; after 18 months we will deactivate your account. You may reapply for active status.
   e. 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.
   f. You may belong to more than one User Group.
   g. Agree to share your name and contact information with the User Group Leadership Team*.
3. **Fill out the form and select "Submit" to request membership in the group.**
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.**

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Interested in joining a User Group as well? Jump in and join today! Check out
http://www.aciworldwide.com/support/user-groups.aspx to view the full list.

Community Member Roles

Top Contributors are community members who are engaged above and beyond regular members within their online community. All members who achieve at least 250 reputation points during one year will be elevated to Top Contributor status.

As a benefit, Top Contributors will receive:

- o   30% off of registration fees to ACI's annual Exchange conference
- o   Highlighted achievements at the Exchange conference, including VIP seating at general sessions, special badges and mentions on the mobile app
- o   Accolade for resume and elevated status on the community
- o   Increased networking opportunities and elevated status in your community

Super Users are community members who are engaged above and beyond both online and offline within their community. To be considered for the Super User status, members must meet all criteria listed below. The leadership of each community will choose Super Users; no more than five super users will be active at a time within a community.

- Once a community member reaches the following requirements, they may apply to become a Super User:
    - o   Earn at least 750 participation points in the online community
    - o   Participate in 50% of meetings/events for your User Community or User Group
    - o   Lead at least 1 sub-committee
    - o   Regularly respond to questions and contribute to the knowledge of the community
    - o   Have a strong understanding of the User Group product or solution area
- Super Users must maintain the same level of engagement throughout the course of the year
- Each Super User must reapply each year to retain their status

As a benefit, Super Users will receive:

- Registration fees for ACI's annual Exchange conference waived
- Highlighted achievements at the Exchange conference, including VIP seating at general sessions, special badges and mentions on the mobile app
- Accolade for resume and elevated status on community
- Increased networking opportunities and elevated status in your community
- ACI promotional goodies

User Community Leaders are customer volunteers who have agreed to lead a User Community, both on and offline, and to follow the leadership expectations and guidelines. Each community may have up to 2 leaders at one time for a term of one year, unless you have the User Group Program Manager's written approval for a shortened term.

User Group Leaders are customer volunteers who have agreed to lead a User Group within their User Community, both on and offline, and to follow the leadership expectations and guidelines. Each User Group may have up to 3 leaders at one time for a term of one year, unless you have the User Group Program Manager's written approval for a shortened term.

What is a User Group?

Nested within each User Community are User Groups, which provide ACI customers the opportunity to share product feedback, enhancements to a products features and functions, overall business suggestions and gain insight and influence over ACI's product roadmaps. Each User Group is run by up to three volunteer customer leaders. New User Groups can be added at anytime as long as a customer has volunteered to lead the group, with approval of the User Group Program Team.

Retail Banking User Groups

- Branch
- BASE24-eps
- Postilion

Transaction Banking User Groups

- Enterprise Banker (EB)
- Universal Online Banker (UOB)
- Money Transfer System (MTS)

Payments Risk Manager (PRM) User Groups

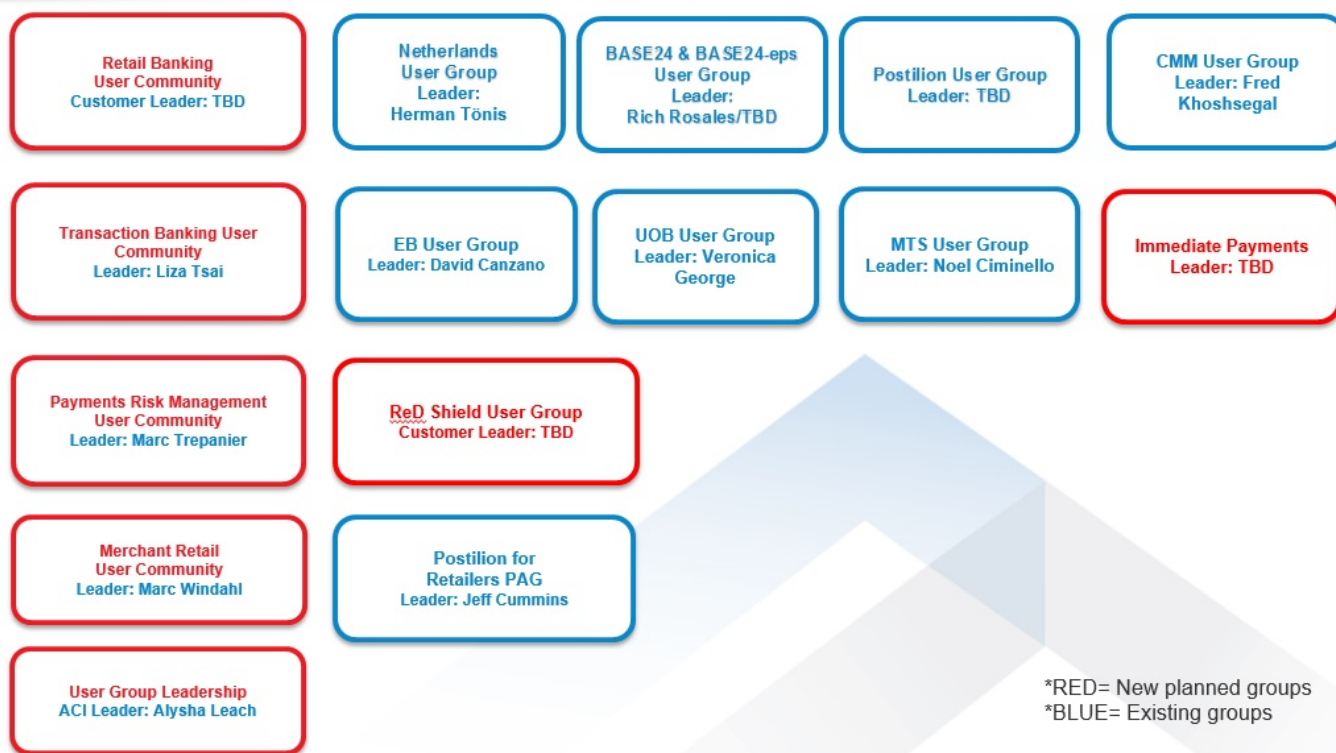- Proactive Risk Manager
- ReD Shield

Meeting Overview

Each User Group is required to meet a minimum of two times per year; it is highly recommended one of those times be at ACI's annual Exchange conference. User Group leaders are responsible or holding the meetings either face-to-face or as a virtual conference call. Meeting agendas can include the same types of presentations as User Communities.

Jump in and join a User Group today! Check out the chart below or visit the <u>User Group website</u> to view the full list.

Global ACI User Group Program Management Team

Retail Banking User Community Customer Leader: TBD	**Netherlands User Group** Leader: Herman Tönis	**BASE24 & BASE24-eps User Group** Leader: Rich Rosales/TBD	**Postilion User Group** Leader: TBD	**CMM User Group** Leader: Fred Khoshsegal
Transaction Banking User Community Leader: Liza Tsai	**EB User Group** Leader: David Canzano	**UOB User Group** Leader: Veronica George	**MTS User Group** Leader: Noel Ciminello	**Immediate Payments** Leader: TBD
Payments Risk Management User Community Leader: Marc Trepanier	**ReD Shield User Group** Customer Leader: TBD			
Merchant Retail User Community Leader: Marc Windahl	**Postilion for Retailers PAG** Leader: Jeff Cummins			
User Group Leadership ACI Leader: Alysha Leach				

*RED= New planned groups
*BLUE= Existing groups

Starting a New User Group

If you cannot find a User Group for a specific product, role, topic or geographic area and you are interested in starting one, please contact the **User Group Program Team.** Provide the type and title of the User Group you wish to start and contact details of those wishing to lead a new User Group. We require a customer leader for each group in the program. New communities will not be added unless ACI adds a new solution area to ACI business. The User Group Program Team will then contact you or this individual and walk through the steps needed to get them started as a new User Group leader.

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 to 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! That's a big no-no, 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! Jump in and join a group today at **http://www.aciworldwide.com/support/user-groups.aspx**.

Your ACI Advisors

ACI cares about giving real value to our customers, and the User Group Program is no different. We want User Communities to be of great value to all members, which is why we have created specific roles to be filled by ACI representatives to ensure that you have all the information, knowledge and resources you need to make your group a success.

There are four types of ACI roles: The User Group Program Manager and Team, product advisors, business advisors and technical advisors. Each User Group will be assigned three ACI advisors. User Group advisors will collaborate and support their respective User Community. If a community does not have a User Group, advisors will be assigned directly to that community. The User Group Program Management Team will support the Leadership Community. No product, business or technical advisors will be assigned.

User Group Program Manager and Team

Your User Group Program Management Team will be your one point of contact for all things ACI community related. If you have any issues, questions or concerns about the community, please reach out to aci_community_support@aciworldwide.com. This group is also responsible for the overall structure and maintenance of the User Group Program including the online tool, coordinating the annual User Group Exchange conference, filling resource requests for User Group leadership, promoting the program, communicating with members online and at the conference.

ACI Product Advisor

Your product advisor will be your lead knowledge expert on your specific ACI products/solutions and the industry relevant to their assigned User Group. While they might not know every answer, they can help get it for you from our internal resources. They will attend User Group offline meetings when possible and will assist with supplying or presenting topics. Product advisors will actively participate in their assigned online User Community and the User Group by regularly contributing content, answering your questions in a reasonable amount of time and engaging in discussions on and offline. Product advisors will also review and post status updates on all enhancement suggestions posted in the Ideas forum on your community. These advisors will also work with the User Group Program Team to submit presentation topics for your group for the Exchange conference.

ACI Business Advisor

Your business advisor will be a knowledgeable expert on your specific ACI products/solutions, industry regulations, the competitive environment, marketing research and/or your industry. They simply have a different type of knowledge than product advisors. While they might not know every answer, they can help get it for you from our internal resources. They will attend the User Group offline meetings when possible and will assist with supplying or presenting topics. Business advisors will actively participate in

their assigned online User Community and the User Group by regularly contributing content, answering your questions in a reasonable amount of time and engaging in discussions on and offline. These advisors will also work with the User Group Program Team to submit presentation topics for your group for the Exchange conference.

ACI Tech Advisor

Your technical advisor will be a knowledgeable expert on the technical side of your ACI products/solutions. They simply have a different type of knowledge than product advisors. Tech Advisors will actively participate in their assigned online user community and the PAG by contributing content, answering your technical questions in a reasonable amount of time, and engaging in discussions on and offline. These advisors will also work with the User Group Program Team to submit presentation topics for your group for the Exchange conference and may be asked by your leader to present on a technical topic.

*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 anytime 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 parents, 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 11/18/2016.