ACI USER GROUP LEADERSHIP EXPECTATION GUIDELINES

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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 businesses using ACI solutions and products.

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, discuss 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 up to three volunteer customer leaders, 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 companies and a better understanding of ACI solutions and products to aid members in their personal and professional education.

Community leadership roles

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 below. Each community may have up to two 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 below. Each User Group may have up to three 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.

Welcome!

We are extremely excited you're interested in learning more about becoming a volunteer leader in the ACI Worldwide User Group Program. This is an exciting time for ACI, and we would be proud to welcome you onto the team. Through your contributions, leadership and dedication to your community, you will create a collaborative environment to propel ACI and the entire payments industry into the future.

This document is intended to serve as an overview of the program, clearly define our expectations and guidelines of your participation in the ACI Worldwide User Group Program and to encourage all your leadership endeavors. Please thoroughly read the ACI Worldwide User Group Program Terms and Conditions found below before you formally apply to become a User Group Leader.

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User Group Leadership Terms and Conditions

Meeting overview

Each User Community and User Group 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 Exchange conference. Each group's 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 topics
- Hands-on demo sessions
- How-to training sessions

A User Group may have up to three leaders, while a User Community may only have up to two leaders. Terms are one year in length and will start on January 1 of each year. Consecutive terms may be served, but each year leaders must recommit to their position by November 1 of the prior year. If the User Group Program Team receives an application for a new customer leader, a rotation schedule will be created on a case-by-case basis.

User Group leadership responsibilities

- Must meet all minimum requirements to be a User Group member
- Run a minimum of two meetings per year
- Manage User Community or User Group communications
- Encourage participation in online User Community or User Group forums
- Regularly respond to questions and contribute to the knowledge of the community
- Demonstrate leadership and act as a positive role model within your community
- Generally administrate and oversee User Community or User Group members
- Coordinate activities and discussion topics with User Community or User Group leaders
- Post community events in the online User Community to notify members and the ACI Program Manager of your meeting to gain call-in details, support, promotion and measurement tools for your event
- Provide ACI with valuable community member feedback, via access to the Exclusive Leadership Community
- Assist in planning ACI's annual Exchange conference agenda
- Liaise with ACI User Group advisors to coordinate meeting materials and presentations
- Moderate online Community for appropriate content and flag or delete inappropriate postings

As a thank you for your participation ACI provide:

- Waived registration fees to ACI's annual Exchange conference

- Highlighted achievements at the Exchange conference, including VIP seating at general sessions, special badges and mentions on the mobile app

- Letter of appreciation to your company and/or supervisor

- Accolades for resume and elevated status on User Community and/or User Group

- Influence over the Exchange conference, including agenda topics, event location and planning activities

- Access to ACI executives at exclusive User Group Leadership Event

- ACI promotional goodies

New leadership acceptance

ACI Worldwide encourages all User Communities and User Groups to be run by customers who volunteer to be a leader in the program. We want potential new leaders to feel the freedom to start new User Groups if they find a gap, offer to be a co-leader to an existing User Community or User Group or to even volunteer to be a leader for one that may be experiencing a leadership transition. ACI Worldwide will provide all new User Group leaders with specific documentation to help them make the new transition as smooth and easy as possible. This documentation will be a full on-boarding packet containing expectation guidelines for leaders. ACI Worldwide expects all new User Group leaders to sign this User Group Leader Expectations Guidelines document and return it to the User Group Program manager, Alysha Leach at Alysha.Leach@aciworldwide.com, as a receipt that they understand their involvement with their group and ACI Worldwide's commitment and relationship to you.

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** with the type and title of the User Group and your contact details or those of the person wishing to lead the 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 running a successful User Community/User Group

Be honest and transparent. As a leader of the ACI Worldwide User Group Program, you are not only representing yourself but are also a voice representing ACI Worldwide. With that in mind, when engaging on social channels, we encourage you to disclose that you are affiliated with the ACI Worldwide User Group Program.

Always respect your audience. This should be an obvious one. Do not use ethnic slurs, personal insults or obscenity in your community participation. There should be no personal attacks, and do not disparage other customers, partners, prospects or ACI employees.

Do not share company or financial secrets and avoid engaging in discussion of rumors or speculation about ACI Worldwide. As a member of the ACI Worldwide User Group Program, ACI Worldwide may entrust you with information. Please be respectful of this trust. ACI Worldwide commits to providing a nondisclosure statement prior to any future product discussions or views into our roadmaps that are in pre-release stage.

Do not share contact lists of your members, Super Users or any other contact list given to you by ACI Worldwide for express purpose of your User Group. As a leader in the ACI Worldwide User Group Program, ACI Worldwide may entrust you with contact information regarding ACI customers, Super Users and members of your User Group. This contact information is for the sole purpose of the User Group Program and is not to be shared with anyone outside of the User Group Program or for your company's benefit.

Please use any Partner application/solution/service donated to the User Group Program for the sole purpose of the User Group. As a leader of the ACI Worldwide User Group Program, ACI Worldwide may entrust you with applications/solutions/services donated or provided to the ACI Worldwide User Group Program. These products/solutions/services are for the sole use of your User Group(s) and are not for personal or company use.

Please only use tools and resources offered as part of the User Group Program. The ACI Worldwide User Group Program offers each User Group the use of the online communities for participation. These are the sole approved tools and resources offered to you as a leader and any additional tool or resource needs must have the approval of the User Group Program Team.

User Group meetings/events

We encourage User Group leaders to notify the User Group Program Team with the details of all User Group events so that we are able to gain significant and specific metrics that will further support and resource the User Group Program and promote the User Group events. We also have a resource pool to assist you with any non-typical events. Your User Group Program Team is here to assist you with any program needs, so please don't hesitate to ask.

Feedback reporting

We encourage User Group leaders to report key things they are seeing in the online community, through social channels and during User Group meetings. Additionally, all ACI Worldwide User Group leaders are extended the privilege to participate in a private Leadership Community where they are encouraged to provide their valuable insights on product, events and program feedback.

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.

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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.

Leaders of the User Group Program not only represent themselves but are also an entrusted brand champion of ACI Worldwide. ACI Worldwide places great emphasis on the trust we give our User Group leaders. For that reason, we take your interest and volunteerism seriously and will reject the application of any future User Group leader and remove any User Group leader if it is deemed that leader will or has engaged in activities or practices that do not represent this extension of the ACI Worldwide community appropriately. These activities and practices deemed inappropriate by ACI Worldwide include but are not limited to the following:

1. Acceptance of monetary benefit, to the User Group leader, by other members of the community or ACI Worldwide's partners for personal gain, or for any purpose other than express reimbursement of costs incurred by the User Group leader.
2. The use of defamatory language against ACI Worldwide, its customers, vendors/partners and other members of the community.
3. Any activity or practice that does not represent the character and core values of ACI Worldwide and its community in a way that provides benefit to the members of the User Group community.

Should you be withdrawn from the program, you will be required to remove references to being a ACI Worldwide User Group leader in all forums including social media, LinkedIn, blogs, etc. Any further defamatory, derogatory or inappropriate behavior as a member of the community may result in legal action by ACI Worldwide.