

Visa Airport Companion (VAC) Issuer Enquiry Form

Please include all required details as per example below.

IMPORTANT: All fields marked with * are required to be completed.

ISSUER DETAILS			
Issuer name*			Issuing country*
Visa card type*	<input type="checkbox"/> Visa Infinite Privilege <input type="checkbox"/> Visa Infinite <input type="checkbox"/> Visa Signature <input type="checkbox"/> Visa Signature Business <input type="checkbox"/> Visa Platinum <input type="checkbox"/> Visa Platinum Business <input type="checkbox"/> Visa Private	Funding source*	<input type="checkbox"/> Credit <input type="checkbox"/> Debit <input type="checkbox"/> Prepaid
First 6/last 4 numbers of eligible card*			

CARDHOLDER DETAILS		
Cardholder name*		
Has the cardholder registered?*	<input type="checkbox"/> Yes. Enter their membership details below. 16-digit VAC membership number (always starts with 8): Email used to register:	<input type="checkbox"/> No
Has the cardholder already submitted a query through the Visa Airport Companion App but not received a response yet? If yes, please provide the date and the email used when submitted: Email: Date:		

ENQUIRY – select all that applies*		
Registration & Login	Lounge	Membership
<input type="checkbox"/> Registration <input type="checkbox"/> Login <input type="checkbox"/> Password <input type="checkbox"/> Verification code/3DS <input type="checkbox"/> Multi-factor authentication <small>(one time password by email/SMS)</small> <input type="checkbox"/> Other (please specify:)	<input type="checkbox"/> Lounge information <input type="checkbox"/> Lounge access issue <input type="checkbox"/> Charge complaint/visit dispute <input type="checkbox"/> Refund request <input type="checkbox"/> Service complaint <input type="checkbox"/> Other (please specify:)	<input type="checkbox"/> Edit account (amend name/email) <input type="checkbox"/> Delete my account <input type="checkbox"/> Update bank card <input type="checkbox"/> Suspended membership <input type="checkbox"/> Entitlement issue <input type="checkbox"/> Other (please specify:)
Please include details of enquiry		
For registration/update card issues please include: <ul style="list-style-type: none"> • Date and time of attempted registration/update card (can be approximate time frame)* • Email used when attempted to register* • Error message(s)* Screenshot of any error message if available	For any lounge visit disputes/queries or service complaints please include: <ul style="list-style-type: none"> • Date and time of visit* • Airport and lounge name (for lounge, include terminal and location of lounge) * 	
Details of enquiry: e.g. Cardholder tried to register 1 st August at 3pm but received an error message that said card was not eligible for this program.		