

## 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*	☐ Visa Infinite F	Privilege 🗌 Visa I	nfinite	Funding source*	☐ Credit
	_		Signature Business		☐ Debit
			Platinum Business		☐ Prepaid
	☐ Visa Private		tatinam Basinsos		Порин
First 6/last 4 numbers	□ VISAT IIVALE				
of eligible card*					
or organic our					
CARDHOLDER DETAILS					
Cardholder name*					
Has the cardholder	☐ Yes. Enter their membership details below.				□ No
registered?*	16-digit VAC me	embership number	(always starts with	8):	
	Email used to re	egister•			
Has the cardholder aire			Visa Airnort Com	nanion Ann hut not re	eceived a response
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*					
LINQUINT - Select all tild	ıı appues"				
Registration & Login	it appties"	Lounge		Membership	
	it applies"	Lounge Informa	ation	Membership   Edit account (ame	nd name/email)
Registration & Login	it applies.			-	
Registration & Login  Registration	it applies.	☐ Lounge informa	issue	☐ Edit account (ame	nt
Registration & Login  Registration  Login	it applies.	☐ Lounge informa	issue aint/visit dispute	☐ Edit account (ame	nt
Registration & Login  Registration  Login Password		☐ Lounge informa ☐ Lounge access ☐ Charge compla	issue aint/visit dispute t	☐ Edit account (ame ☐ Delete my account ☐ Update bank card	nt
Registration & Login  Registration  Login Password Verification code/3DS	ation	□ Lounge informa □ Lounge access □ Charge compla □ Refund reques □ Service compla	issue aint/visit dispute t aint	☐ Edit account (ame ☐ Delete my account ☐ Update bank card ☐ Suspended memb ☐ Entitlement issue	nt
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