



# Potential Charter Amendments and Exchange Offer Program

## Frequently Asked Questions

**1. Where can I get more information about Visa’s potential Certificate of Incorporation Amendment and the Potential Exchange Offer Program?**

You may view the public Form 8-K filing made by Visa, including a link to Visa FAQs, by visiting SEC.gov and searching under the ticker V. You can also review Visa’s Investor Relations page at <https://investor.visa.com/stock-information/potential-exchange-offer-program-for-class-b-common-stock/default.aspx> for information on the Certificate of Incorporation Amendment and link to the Form 8-K filing and other important Investor news.

If ultimately proposed, approved and implemented, Class B stockholders that wish to participate in the Potential Exchange Offer Program will be required to enter into a Makewhole Agreement for each potential exchange offer with Visa. Certain parent entities of the Class B stockholders must also enter into the Makewhole Agreement as parent guarantors. You are encouraged to review the form of Makewhole Agreement available at: <https://investor.visa.com/stock-information/potential-exchange-offer-program-for-class-b-common-stock/default.aspx> to begin the process of identifying any applicable parent guarantors.

**2. Where can I get more information about my Class B holdings account?**

Individuals who have been designated as the authorized contact on a Visa Class B shares account can access their account online at [shareowneronline.com](http://shareowneronline.com). If you are unable to access your account, or need to update account information including the designated authorized contact, please contact EQ via phone or email using the information provided below.

**3. What if I am unsure who is listed as the designated authorized contact for our Visa Class B shares account?**

Contact EQ via phone or email using the information provided below.

**4. What if I need to change the mailing or email address on my account?**

The designated authorized contact on the account can change the mailing or email address on the account at [shareowneronline.com](http://shareowneronline.com). If there is no designated authorized contact or the contact needs to be changed, contact EQ to request a Visa Account Information Change Form to update the authorized contact.

**5. What are my current options with my Class B holdings?**

Class B is restricted and only certain permissible transactions are allowed. Visit Visa’s website for more information regarding your Class B shares at <https://investor.visa.com/stock-information/class-b-c-stock-info/default.aspx>

**6. How can I contact EQ with further questions about my Visa Class B shares account?**

Please feel free to contact EQ Shareowner Services, where representatives are available to answer your questions Monday through Friday from 7:00 a.m. – 7:00 p.m. Central Time.

**By mail**

EQ Shareowner Services  
P.O. Box 64874  
St. Paul, MN 55164-0874

**By courier**

EQ Shareowner Services  
1110 Centre Pointe Curve, Suite 101  
Mendota Heights MN 55120-4100

**Telephone**

- From within the U.S.: 1-866-456-9417
- From outside the U.S.: +1-651-306-4433

By email: [Visa@equiniti.com](mailto:Visa@equiniti.com)