

V.me Frequently Asked Questions

Who uses V.me?

If you shop online, then V.me is for you. V.me is for anyone who wants to check out in fewer steps or pay without having to share their full card number after enrollment.

Is V.me free to use?

Visa does not charge a fee to make a purchase with V.me.

How do I enroll in V.me?

To create a V.me account, go to the [V.me enrollment](#) page. After enrolling, you can use V.me to make purchases on any merchant website that accepts V.me.

What kind of payment methods can I add to my V.me by Visa account?

You can add Visa, MasterCard, American Express or Discover credit or debit cards to your V.me account.

Does V.me work on my mobile device?

V.me can be accessed using any web-enabled mobile device.

Does V.me share my information with marketers?

V.me will never share any of your information with third party marketers, unless you opt to allow us to do so. Learn more by reading our [Privacy Policy Highlights](#), or our full [Privacy Policy](#).

How is my V.me account information protected?

Visa has a wealth of experience in handling sensitive information. We use advanced security technologies to protect the information you store in your V.me account, including industry standard encryption and multilayer authentication.

If I forgot my password, what do I do?

Just click the "Forgot Password?" link on the V.me sign in page. We'll send password reset instructions to the email address associated with your account. Follow those instructions to create a new password.

My account is locked. How can I unlock it?

To prevent unauthorized access to your account, we lock your account for one hour if you enter an incorrect email address or password too many times. Please wait one hour and then try again, or you can contact us for assistance.

You are not able to use your V.me account for purchases during the time the account is locked.

Who should I contact if I have a question about a purchase I made with my V.me account?

If you have concerns about a charge, delivery of or issues related to a product, the status of a refund, or have any customer service issues with the merchant, please contact the merchant.

If you have an issue that has not been resolved by the merchant and would like to escalate a concern about a charge or refund, we suggest that you contact your card issuer financial institution by calling the customer service number on the back of the card you stored in your V.me account and used to make the purchase.

I made a purchase at a merchant that accepts V.me and do not see the purchase in my V.me transaction history. Why?

You may not see a transaction in your V.me transaction history if:

- The merchant has not started processing your order
- The transaction was not made using your V.me account as only transactions made using your V.me account appear in your V.me account transaction history

If you have confirmed that none of these reasons are the cause, please [contact a V.me customer support representative](#).

Is there a fee for the V.me alerts service?

There is no fee for the V.me alerts service. However, text message and data rates may apply with your wireless carrier.

How do I stop receiving alerts?

To stop receiving email alerts, go to the "Alerts" tab and deselect the alerts you no longer want to receive. From your mobile device, you can also reply: "STOP" to any text alert to stop all alerts for all of the cards enrolled with this mobile number.

What if I receive an alert for a purchase I don't recognize?

The unfamiliar purchase may be related to an automatic bill payment, a large purchase divided into smaller transactions, an aggregated charge (several small purchases at a single merchant combined into one purchase amount, such as buying \$0.99 songs online), or a purchase initiated by an authorized cardholder (e.g., spouse, or child) who has the same Visa card number.

If you still can't identify the purchase, please immediately contact your card issuer by calling the customer service number on the back of the card you used to make the purchase.