V.me Changes – FAQs

1. I received an email from V.me that indicates changes will be made to the terms and conditions. When are these changes effective?

These changes become effective on the date provided on the V.me website. On or about January 21, you will receive a follow up email that contains the new Privacy Policy and any time after that you can accept them. All enrolled users are required to accept new Privacy Policy in order to access their V.me account or transact using the V.me payment option.

2. What if I do not want to accept the revised V.me Terms of Service? What are my options?

You are required to accept the revised V.me Terms of Service to continue to use the service. If you do not want to accept the terms, you can select the Close Account link included in the Privacy Policy or contact V.me customer support and they will close your account.

3. Does V.me share my card information with merchants?

Yes, your payment information may be shared with the merchant or their service providers when you make a V.me purchase. However, your card information is always encrypted.

4. Why is V.me sharing my card information with merchants?

Visa is simplifying and standardizing the V.me check out experience. Your card information is being securely passed to merchants to expedite service.

5. How is my card information protected by the merchant?

Visa will only pass your card information in an encrypted format through existing processing connections.

6. What is the value of having a V.me account given my card information is now being shared with the merchant?

The V.me checkout experience only requires you to enter your user ID & Password, saving you time and effort during the checkout process.

7. Why is my transaction history no longer available on the V.me website?

Visa is revising V.me Services so merchants could expedite the processing of your purchase, and that prevents V.me from providing a summary of transaction history.