Visa Checkout Frequently Asked Questions

1. **What is Visa Checkout?**
   
   Visa Checkout makes online shopping more enjoyable by making it easy to complete your purchase. Simply enter your username and password and speed through your online shopping experiences with a single account that can be used across all your devices. No need to re-enter your card number or address. And you can store and use any major credit or debit card.

2. **Where can I use Visa Checkout to make purchases online?**
   
   Today you can use Visa Checkout at many of your favorite online stores, with many more joining each month. For a full list, visit [https://checkout.visa.com/shopping](https://checkout.visa.com/shopping).

3. **How do I enroll in Visa Checkout?**
   
   To create a Visa Checkout account, go to the [Visa Checkout enrollment page](https://checkout.visa.com/enrollment).

4. **What kind of payment methods can I add to my Visa Checkout account?**
   
   You can add Visa, MasterCard, American Express or Discover credit or debit cards to your Visa Checkout account. At this time Visa Checkout does not except Private Label Cards or Retail store credit cards such as, Macy's, Kohl's, or Home Depot.

5. **Does Visa Checkout work on my mobile device?**
   
   Visa Checkout can be accessed using any web-enabled mobile device.

6. **Does Visa Checkout share my information with marketers?**
   
   Visa Checkout will never share any of your information with third party marketers, unless you opt to allow Visa Checkout to do so. Learn more by reading Visa Checkout’s [Privacy Policy Highlights](https://www.visa.com/privacy.html), or our full [Privacy Policy](https://www.visa.com/privacy.html).

7. **How is my Visa Checkout account information protected?**
   
   Visa is experienced in handling sensitive information. Visa uses advanced security technologies to protect the information you store in your Visa Checkout account, including industry standard encryption and multilayer authentication.
8. If I forgot my password, what do I do?

Just click the "Forgot Password?" link on the Visa Checkout sign in page. Visa will send password reset instructions to the email address associated with your account. Follow those instructions to create a new password.

9. My account is locked. How can I unlock it?

To prevent unauthorized access to your account, Visa will lock your account temporarily if you enter an incorrect username or password too many times. You can unlock your account by using the Forgot Password link, or you can contact us for assistance.

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

10. Whom should I contact if I have a question about a purchase I made with my Visa Checkout account?

If you have concerns about a promotion, coupon, discount, charge, delivery of or issues related to a purchase, 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, please contact the NECU by calling 888.436.1847.