



## 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 view press releases and more at Visa’s Investor Relations page at <https://investor.visa.com/> 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 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. 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. 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)