

## New Client Contact Tool Now Available

**Global** | *Acquirers, Issuers, Processors, Agents*

**Visa Network; Europe Processing**

**Overview:** Visa has enhanced the Client Directory at Visa Online and added a new Client Contact Tool. This tool will enable all clients, processors and third party agents to manage their organizational contacts at Visa directly from their desktop.

A new Client Contact Tool is now available and can be accessed in the Client Directory at Visa Online. The self-service tool is available to all clients, processors and third party agents globally with a valid Visa Online ID.

The information contained in the Client Directory is now divided into the following modules:

- **Client Service Provider Directory:** Used by Visa clients to communicate with each other to facilitate the resolution of processing-related disputes, fraud operations, general authorization and settlement issues. It contains the Business Identification (BID) number, Bank Identification Number (BIN), service provider and/or client information.
- **Client Contact Tool (accessed through My Organization's Contacts):** Used by Visa for the delivery of critical corporate and operational email communications to clients, which may be urgent and/or require a response (e.g., the *Visa Business News*, Visa Rules updates, compliance certifications, system enhancements and outages). The tool enables clients to:
  - View all organizational contacts under the BID tied to their Visa Online ID
  - Make updates online for their organization's operational contact information (e.g., Primary Center Manager, Senior Officer, Global Compromised Account Recovery contact, Compliance contact, etc.) in real time

## How to Access the New Client Contact Tool

Clients, processors and third party agents may only access the Client Contact Tool through Visa Online. To access the tool:

- Log in to [Visa Online](#).
- Under "Reference Library," click on "Access the Client Directory" located under the "Directories" category.
- Select the "My Organization's Contacts" module on the Directory Copyright page.

AP, Canada, CEMEA and U.S. region clients, processors and third party agents, and Europe region processors, that do not have a Visa Online account can follow the prompts on the [login](#) page to enroll. Europe region clients that do not have a Visa Online account should contact their Visa Online Access Manager.

## Additional Resources

[Client Contact Tool Frequently Asked Questions](#)

[Client Contact Tool Online Help](#)

**Note:** For Visa Online resources, you will be prompted to log in.

## For More Information

Contact [PublicationOrders@visa.com](mailto:PublicationOrders@visa.com).

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