



Notice of Changes to the Verified Travel Consultant (VTC) Agreement

Part IV. VTC Representations and Warranties.

4. Pertaining to VTC's participation in ARC's VTC Program, VTC represents and warrants to ARC as follows:

4.1 The VTC is at all times legally authorized, registered, and licensed, according to federal, state, and local requirements to conduct business in the United States, and is in good standing and appropriately licensed to do business as required under applicable state and local law.

4.1.1 The VTC location should be located in the United States and has all the requisite licenses of the jurisdiction in which it is located

4.1.2 The name of the VTC or any information displayed on any website or mobile application owned, operated, or used, is not the same as, or misleadingly similar to, an airline's name or any information displayed on airline's website or mobile application, unless authorized by the airline to do so. This includes any name involving the terms "ARC," "Airline(s)" "Air(s)," "Flight(s)," "Fly," "Fare(s)" or "Reservation(s)". Any website or mobile application owned, operated, or used must not include any text, color scheme, layout, or design similar to those of any airline in a manner that could be considered misleading, as determined by ARC at its sole discretion, and must not include any images containing airline's logo or branded aircraft imaging or other marks, without the airline's prior written consent. Representatives of the VTC must not communicate or make any representations to any third-party, whether directly or indirectly by phone, e-mail, social media, or any other method, that they are employed by, affiliated with, subcontracted by, or otherwise represent any airline.

4.4. The VTC and its individual owners and officers never at any time:

4.4.1. Currently have and/or previously had a financial interest in, or a connection or affiliation with any terminated or canceled VTC or with any ARC-accredited entity or VTC previously canceled or terminated from the ARC Agency List. During the application process, the prospective VTC can contact ARC to assist in verifying this information.

Part IX. Credit Card Transactions.

9.5. VTC shall comply with the requirements of PCI-DSS (Payment Card Industry Data Security Standard) as applicable, incorporated by reference herein.

Notice of Changes to the Verified Travel Consultant (VTC) Handbook

Section 3 – Recommended Computer Security Practices and Fraud Prevention

When developing an information security policy, or just securing your network, ARC recommends reviewing information on the following web sites as a starting place.

- Center for Internal Security (CIS) : <https://www.cisecurity.org/cybersecurity-best-practices>
- SANS Institute: <https://www.sans.org/security-resources/>
- National Institute of Standards and Technology (NIST): <https://csrc.nist.gov/>
- Payment Card Industry Data Security Standard (PCI DSS) for ARC and ARC Agents:
www2.arccorp.com/pci-data-security-standards/.

Section 4 – VTC Access to ARC Tools and Online Services

ARC Pay Hub

ARC Pay Hub is an ARC Tool accessible via My ARC. It is an easy-to-use web-based tool that provides VTCs with a cost-effective solution, for processing travel –related credit card transactions through ARC.

Read more on the benefits of using ARC Pay Hub: <https://www2.arccorp.com/products-participation/products/arc-pay/>

Access to ARC Pay is governed by a separate agreement which can be found at <https://www2.arccorp.com/globalassets/forms/doc114.pdf>