

NAM 2020 CYBERSECURITY & RISK SUMMIT

In light of the global impact and fluid situation surrounding COVID-19, we're working to reschedule our NAM 2020 Cybersecurity & Risk Summit for Q4 2020. The health and safety of our attendees is our utmost priority and necessitates this change. Please be patient as we work with all involved and consider all options. Be well.

EVENT FAQ

Will the event be rescheduled?

We are currently considering all options in hopes to reschedule the NAM 2020 Risk Summit for Q4 2020. More details to follow in the next few weeks.

Will the Summit be held in a virtual format?

There will be digital events throughout the year offered free of charge via the GRL platform. www.mastercard.com/globalrisk for more.

Does my registration transfer?

Yes, registrations will be transferred once we are able to confirm new dates.

Can I get a full refund if I cannot attend?

Yes, if a refund needs to be issued, please contact globalrisk@mastercard.com for support.

What information is needed in order to be refunded?

If you paid by credit card, the refund will be processed as a credit to your credit card.

If you paid by check, please provide:

Full Name/ Payable To:

Full Address:

If you paid by wire transfer:

For domestic wire payments, we can only refund via check or credit card.

For international wire payments:

Bank Info:

Account Name:

Account #:

ABA/Swift:

My company paid for my registration; will I be refunded as an individual?

No, your company will be refunded directly in the method of original payment.

Can I apply the registration fee to future events?

Yes, you can apply your registration funds as credit towards future events. Please make this request by sending your information and the request to globalrisk@mastercard.com.

Will Mastercard cover any trip cancellation costs?

No, Mastercard will not cover any costs cancellation costs.

I booked a room at the conference hotel; will I be penalized for cancelling?

All hotel room bookings will be cancelled by the Ritz Key Biscayne direct without any penalty. If you do not receive a cancellation notice within 10 days, please contact us at globalrisk@mastercard.com for support.

I am an exhibitor/sponsor. What is the process to get reimbursed?

Please contact Moneta Jones at moneta.jones@mastercard.com for your options as an exhibitor.

Additional questions or support: Please contact us at globalrisk@mastercard.com