



## Frequently Asked Questions (FAQs)

### Who should attend?

Finastra Universe is the flagship Finastra event for Community Markets. It is a brand-new conference aimed at senior executives and decision makers from community banks and credit unions. Finastra sponsors, consultants, industry analysts should attend and strategic partners will also attend.

### I am not a senior executive or decision maker. Will there be any other meetings or conferences that I can attend?

Yes. There is an opportunity for you to attend our User Connect meetings scheduled for fall this year. More information on dates and locations is forthcoming. Please check back at [Finastra.com](http://Finastra.com) for details.

### Where is Finastra Universe – Community Markets event begin held?

The event will take place in Chicago, IL at the beautiful [Palmer House Hilton Hotel](#).

### What is the goal/purpose of Finastra Universe – Community Markets?

Finastra Universe is the flagship Finastra event for Community Markets. This three-day thought leadership and networking event brings senior executives and decision makers together with Finastra leadership to discuss FinTech and the future of financial services.

Finastra Universe is designed to help banks and credit unions address the challenges posed by an increasingly dynamic market, offering expert insight into the latest developments in technology that drive growth and increases efficiency.

### When does registration close?

Registration closes 14 days prior to the event date or when the event sells out, whichever comes first.

### What is the cost to attend Finastra Universe – Community Markets?

The registration fee is \$495 per attendee. There is an early bird registration fee of \$395 until July 31, 2019, so register early. Registration is on a first-come, first-served basis and it closes once the event is full. We will not be accepting any onsite registrations, so we highly encourage everyone to register early.

### Can I use my Game Changer points toward registration costs?

Yes. If you are interested in redeeming Game Changer points to cover your registration fee, please email [Spencer.Cook@Finastra.com](mailto:Spencer.Cook@Finastra.com) to obtain your discount code PRIOR to registering.

### What is the recommended attire?

Attire for Finastra Universe – Community Markets is business casual.

### What is the refund/cancellation policy?

A full refund can be received if cancelled 14 calendar days prior to the first day of Finastra Universe – Community Markets (Monday, September 16, 2019).

If you have any questions that are not addressed here, please email [FinUCommunityMarkets@finastra.com](mailto:FinUCommunityMarkets@finastra.com).