

Data Incident Quick Reference Guide

What do I do?



What is a Data Incident?

A Data Incident is a potential or confirmed compromise of information belonging to American Express Card Members.



When should it be reported?

You should report any incident to the American Express Enterprise Incident Response Program (EIRP) team in which the following types of information have been lost, stolen, viewed, accessed or compromised by an unauthorized party.

- Card/Bank account information
- Card Member Personally Identifiable Information

As an American Express Merchant what are my responsibilities?

1. You must notify American Express immediately and in no case later than 72 hours after discovery of a Data Incident.

2. To notify American Express, contact the American Express EIRP team by calling:

US Only (toll free)	International
1 (888) 732-3750	+1 (602) 537-3021

OR by sending an email to EIRP@aexp.com. Please complete the [Merchant Data Incident - Initial Notice Form](#) and attach it to your email.

3. You must designate an individual within your company as the point of contact regarding the Data Incident.

Need more information?

See the [Data Security Operating Policy](#), Section 2, for all details pertaining to Data Incident Management Obligations.



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