



Experienced difficulty using the Card?

Please tell us if you've experienced difficulty paying with the American Express® Card at any time. You can reply by phone or fax.

By Phone

Simply ring American Express at 02 814 4777.

By Fax

Please take a moment to complete this form and fax it back to us at 02 892 6898. The fields in bold are essential for us to follow up on your feedback.

Please tell us the nature of the problem:

Type of Incident (tick option):	<input type="checkbox"/> Merchant requested payment by: Other Card Cash/Cheque Others
	<input type="checkbox"/> They requested a surcharge for using the American Express Card
	<input type="checkbox"/> They requested a minimum charge for using the American Express Card
	<input type="checkbox"/> They told me about other payment methods but not the American Express Card
	<input type="checkbox"/> There was no American Express sign displayed, only signs for other cards
Name of Business:	<input type="text"/>
Type of Business (e.g. Restaurant):	<input type="text"/>
Business Address:	<input type="text"/>
City/Town:	<input type="text"/>
State:	<input type="text"/>
Postcode:	<input type="text"/>
Country:	<input type="text"/>
Business Phone Number (including Area Code):	<input type="text"/>
Business Web Site Address (URL): (Required for Internet Companies)	<input type="text"/>
Your Name:	<input type="text"/>
Your American Express Card Number:	<input type="text"/>
Your E-mail Address*:	<input type="text"/>
	<small>*Providing your E-mail Address will enable you to receive special communications and offers from American Express, suited to your needs. Read our Privacy Statement on www.americanexpress.com.ph concerning use of E-mail Addresses.</small>
Date of incident (dd/mm/yyyy):	<input type="text"/>
Time of incident:	<input type="radio"/> AM <input type="radio"/> PM