

INSTRUCTIONS FOR REFUND CLAIM FORM



**TRAVEL
RELATED
SERVICES**

An American Express company

AMERICAN EXPRESS CO.
Travel Related Services
4315 S. 2700 W
Salt Lake City, UT 84184-0407
Toll Free: 0800-587-6023
Fax: 0808-234-1447

CUSTOMER CLAIM PROCESS

Use the corresponding line numbers to complete the information on the Claim Form.

Print clearly and legibly on the form. ALL boxes 1-19 must be completed.

1. Claimant LAST NAME, FIRST NAME, MIDDLE NAME
- 1a. Other NAME, if applicable: Intended Recipient for Gift Cheques or the Co-Owner of Cheques for Two.
2. Claimant HOME TELEPHONE NUMBER
3. Contact PHONE NUMBER
4. Claimant DATE OF BIRTH (MM/DD/YYYY)
5. Claimant EMAIL ADDRESS
6. Claimant PERMANENT ADDRESS, CITY, STATE/PROVINCE, POSTAL CODE, COUNTRY
7. Claimant MAILING ADDRESS
8. Claimant EXPLANATION OF LOSS. PROVIDE DATE/TIME, LOCATION and DETAILED CIRCUMSTANCES surrounding the cheque loss. If obtained, provide investigating police details and case number.
9. LOST/STOLEN CHEQUE NUMBERS. Begin with the first cheque in a sequence. Write the last THREE digits in the cheque series in the TO (INCL) field. Also note where the last three digits contain or exceed 9-999; be sure to use the correct digits.
10. Claimant STATEMENT STATUS of cheque Signatures/Countersignatures at the time of loss.
11. DATE OF PURCHASE when the cheques were originally obtained.
12. AMOUNT OF PURCHASE or total face value in cheque currency (US Dollars, Euro, Yen, etc)
13. WHERE PURCHASED. If bank, list branch details, i.e., street, city, state.
14. ADDRESS, CITY, STATE/PROVINCE, COUNTRY of Selling Outlet.
15. TOTAL AMOUNT OF REFUND
16. Verification of Claimant IDENTIFICATION TYPE and NUMBERS. (Drivers License, Passport, American Express Card number (if available), etc. List two or more sources.
17. COMPLETE National ID Number
18. PRINT THIS FORM
19. SIGN and DATE the form. Use the same signature as you originally signed your Travelers Cheques.

Note:

- **If the claim is approved for a refund, a company check will be sent by regular mail to your home or mailing address. Please allow 10 business days.**
- **If the refund can not be immediately approved, you will be notified by phone, letter or email.**

