

Financial Services Guide



Issued 5 December 2025

This Financial Services Guide is issued by:
American Express Australia Limited (ABN 92 108 952 085)
Australian Financial Services Licence No. 291313.

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DEFINITIONS

Throughout this document the following words have special meanings:

“American Express, we, us” means American Express Australia Limited.

“you” means the person to whom this Financial Services Guide has been provided.

Welcome to American Express

This Financial Services Guide (FSG) is designed to help you decide whether to use the financial services we provide and explains:

- the products and external complaints handling procedures.

This FSG is one of a number of documents that our representatives may supply to you when we provide financial services to you.

For certain financial products which we offer to you or about which we give you financial product advice, we will give you a Product Disclosure Statement (PDS) for that product. This PDS will assist you in making an informed decision about a particular product and contains a range of general information about the product being offered, including:

- the significant features and characteristics of the product;
- the significant benefits and risks associated with holding the product;
- information about the cost of the product; and
- information about any cooling off rights applicable in relation to the product.

CUSTOMER INSTRUCTIONS

Depending on the financial product or service that we supply to you, you may provide us with instructions verbally, in writing, by facsimile or by other electronic means.

We generally require your signature for verification. However, depending on the product or service, special arrangements may be in place to receive your instructions by facsimile, telephone or electronically. Please refer to the relevant Product Disclosure Statement for each particular financial product for further information.

PRODUCTS AND SERVICES WHICH AMERICAN EXPRESS IS LICENSED TO PROVIDE

American Express holds an Australian Financial Services Licence. This licence authorises American Express to deal in and provide advice and services in relation to life risk and general insurance products.

For each of these products we can provide general financial advice. Our general advice does not take into account your personal objectives, financial situation or needs.

American Express does not provide personal financial advice.

In addition, American Express also offers the following products which do not meet the definition of a financial product under the Corporations Act (Cth):

- Credit Cards and Charge Cards (personal and business);
- Merchant transaction acquiring;

In relation to these services, you will not receive a Product Disclosure Statement and certain other processes contained within this document may not apply.

American Express may offer products of other issuers.

If we sell to you products issued by other product issuers, we generally act on behalf of that other product issuer.

American Express acts on behalf of other issuers when it sells life risk insurance and general insurance (including travel insurance).

WHAT REMUNERATION DO WE RECEIVE FOR PROVIDING THE FINANCIAL SERVICES?

THIRD PARTIES

American Express may receive commissions and other remuneration or benefits for selling financial products on behalf of third parties or for successfully referring a customer of American Express or a related company of American Express to a third party. Details of this remuneration are as follows:

General insurance issued by CHUBB Insurance Australia Limited ABN 23 001 642 020, AFS Licence No. 239687

Up to 45% of the premium is received from CHUBB Insurance Australia Limited

General Insurance underwritten by Allianz Australia Insurance Limited ABN 15 000 122 850

AFS Licence No. 234708 and issued and managed by AGA Assistance Australia Pty Ltd ABN 52 097 227 177, AFS Licence No. 245631 as its agent

Up to 40% of the premium is received from AGA Assistance Australia Pty Ltd

Life insurance issued by MetLife Insurance Limited. ABN 75 004 274 882, AFS Licence No. 238096

Up to 35% of the premium is received from MetLife Insurance Ltd

Life insurance issued by Zurich Australia Limited. ABN 92 000 010 195, AFS Licence No. 232510

11% to 22% of the premium is received from Zurich Australia Limited

SecureIdentity and Secure Plus are provided by Secure Sentinel Pty Ltd ABN 53 054 235 157

Up to 60% of the premium is received Secure Sentinel Pty Ltd

American Express identifies insurance providers and products that may be of interest to some of our Card Members. In this role, we do not act as an agent or fiduciary for you, and we may act on behalf of the insurance provider, as permitted by law. We want you to be aware that we receive commissions from providers and commissions may vary by provider and product. Also, in some cases, an American Express entity outside of the

country may be the reinsurer and may earn reinsurance income. The arrangements we have with certain providers, including the potential to reinsure products, may also influence what products we identify. We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available to you.

REMUNERATION OR OTHER BENEFITS RECEIVED BY AMERICAN EXPRESS TEAM MEMBERS

All American Express team members receive a salary. Some team members may also receive commissions or other benefits in addition to their salary. The payment of commissions or other benefits generally arise where team members are engaged in roles which are related to providing advice or selling a financial product or otherwise affiliated with an area of American Express which is involved in the selling of a financial product or service.

American Express team members may receive these commissions or benefits in one or more of the following ways:

- Payments for reaching sales targets generated either by their own sales or through the achievement of sales targets by their team or business unit;
- Payments for each policy opened or for each service provided;
- Payments based on the total value of products sold or volume of sales transacted by an account opened by a team member.

Benefits are usually monetary but may also be non-monetary. American Express pays monetary benefits directly to the eligible team member. Non-monetary benefits may include, amongst other things, shares, options, discounted (or pre-paid) travel or accommodation and gift vouchers.

PAYMENT OF BENEFITS TO THOSE WHO REFER CUSTOMERS TO AMERICAN EXPRESS

American Express may pay to related companies or external parties who refer customers to American Express a commission or other benefit. Such payments could be in the form of a single one-off payment or other benefit or otherwise a payment calculated as a percentage of the total amount of sales generated.

COMPENSATION ARRANGEMENTS

American Express has professional indemnity insurance and internal procedures in place which satisfy the requirements under s912B of the Corporations Act 2001 ("the Act"). The insurance covers losses incurred by individuals and small businesses arising out of a breach by American Express of its obligations under Chapter 7 of the Act. This policy covers the professional services provided by employees and representatives of American Express even where that

employee or representative has subsequently left the employ of American Express.

TELEMARKETING COMPANIES

We may authorise and pay telemarketing companies to provide financial services on our behalf from time to time – including the provision of general financial advice.

For example, we may authorise a telemarketing company to call you to tell you about insurance products we offer or to speak to you when you call American Express. When providing these services, the telemarketing companies act on our behalf and not for you. The telemarketing companies may also act on behalf of other licensees including our insurance providers. For further details, please contact us.

PAYMENTS TO TELEMARKETING COMPANIES

You are not required to pay the telemarketing company for the services they provide, whether you buy insurance from them or not. All remuneration payable to telemarketing companies is paid by American Express or the insurance provider. The telemarketing company may be paid by way of a flat fee, a commission or reimbursement of their expenses.

STAFF INCENTIVES & BONUSES

Sometimes, a telemarketing company's employees may receive a bonus or incentive based on the employees' performance against sales targets and other performance criteria. This may include monetary bonuses or fringe benefits like gifts, vouchers, meals or entertainment. These benefits are paid by the telemarketing company and not by American Express. We monitor telemarketing sales closely and take steps to ensure that the level of service provided to you is not affected by such bonuses or incentives.

PRIVACY AND PERSONAL INFORMATION

American Express is proud of its reputation for, and commitment to, safeguarding information about its customers. The American Express Customer Privacy Principles guide our conduct in the collection, use, disclosure and security of customer information, as well as the responsibilities we assume as employees, including our dealings with our business partners. These Principles provide a minimum standard for how we manage our customers' personal information, and apply throughout the American Express group of companies worldwide.

In Australia, we adhere to the Australian Privacy Principles and the Privacy Act 1988 (Cth). A copy of our Privacy Policy Statement is located on our website at americanexpress.com.au/privacy or may be obtained by contacting us.

WHO SHOULD YOU CONTACT IF YOU HAVE A COMPLAINT REGARDING THE PROVISION OF FINANCIAL SERVICES BY AMERICAN EXPRESS?

American Express is committed to customer satisfaction as part of its service philosophy. American Express has established internal procedures to resolve complaints, whilst also being a member of an external dispute resolution scheme.

If you have a complaint about the provision of our financial services, please take the following steps:

- Please direct your complaints, at first instance, to the point of purchase. In the case of complaints regarding general insurance (including travel insurance) or life risk insurance, please contact the insurance company or their agent directly.
- If your complaint is not satisfactorily resolved within thirty (30) calendar days, please address your complaint in writing to:

The Complaints Manager
American Express Australia Limited
GPO Box 1582
Sydney NSW 2001

American Express makes every endeavour to resolve complaints in a prompt and fair manner, having regard to the law. If, however, you continue to remain dissatisfied with American Express' decision, you may seek to have your complaint considered by the Australian Financial Complaints Authority (AFCA), an independent, external dispute resolution body. Please note that the AFCA will refer you to American Express if you didn't first raise your complaint with us.

You may contact the AFCA as follows:

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Telephone: 1800 931 678

Internet: www.afca.org.au

The Australian Securities and Investments Commission also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

CONTACTING US

You can contact American Express as follows:

Mail: American Express Australia Limited
GPO Box 1582
Sydney NSW 2001

Telephone: 1300 132 639

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