

# American Express® Corporate Card Program Program Administrator Key Contacts Guide

## Program Administrator Inquiries

### Account Maintenance

**Central Pay Remittance Issues, Account Reinstatements,  
Special Billing Account Reconciliation Assistance,  
Corporate Card, Corporate Purchasing Card (CPC)**

☎ 1-866-568-0308

(Monday to Friday – 8am to 8pm EST/EDT)

☎ (905) 474-8982

✉ CPCCanada@aexp.com (CPC Inquiries Only)

✉ CorpCDAPA@aexp.com (General Account Maintenance)

### American Express @ Work®

#### Standard Reporting

Information @ Work and Data Files, Online Program  
Management, Access Key Maintenance, Card  
Cancellation etc., via American Express @ Work site

☐ [americanexpress.ca/atworklogin](http://americanexpress.ca/atworklogin)

☎ 1-866-568-0308

(Monday to Friday – 8am to 8pm EST/EDT)

#### Customized Reporting

☎ 1-800-267-2585

(Monday to Friday – 8:30am to 4:30pm EST/EDT)

✉ TSGPCSCard@aexp.com

### New Applications

#### Corporate Card

provide the Access Key (created in American Express  
@ Work) and URL to employees

☐ [americanexpress.ca/atworkapplyforcard](http://americanexpress.ca/atworkapplyforcard)

#### Corporate Purchasing Card

submit application via American Express @ Work

☐ [americanexpress.ca/atworklogin](http://americanexpress.ca/atworklogin)

#### Paper Applications

Fax application processing takes 2-5 days;  
regular mail 4-8 days depending on Province\*

\*If ordering less than 4 Cards at once, Cards will be sent via regular mail

☎ 1-866-568-0308

(Monday to Friday – 8am to 8pm EST/EDT)

☎ 1-800-685-0534

## Cardmember Inquiries

### General Inquiries

**Online Services, Statement/Billing/Balance,  
Membership Rewards Program, General Insurance  
Questions, Billing Disputes, Change of Address,  
Additional Flight Insurance**

☎ 1-800-716-6661

☎ (905) 474-9380 (collect)

### Cardmember Login – “My Account”

☐ [americanexpress.ca/myaccount](http://americanexpress.ca/myaccount)

### Insurance

**Car Rental Theft and Damage Insurance, Flight Delay  
Insurance, Baggage Delay Insurance, Hotel/Motel  
Burglary Insurance, Lost or Stolen Baggage Insurance**

Royal & Sun Alliance

☎ **Canada & US:** 1-800-243-0198

☎ **Outside Canada & US:** (905) 475-4822 (collect)

☐ [rsagroup.ca](http://rsagroup.ca)

### Travel Accident Insurance (TAI)

CHUBB Insurance

☎ **Canada & Global:** 1-877-777-1544

☐ [chubb.com/ca](http://chubb.com/ca)

### Travel Emergency Assistance

☎ **Canada & US:** 1-800-678-5523

☎ **Collect:** (514) 285-8165

### Emergency Card Replacement

Lost or stolen Cards

☎ **Canada:** 1-800-716-6661

☎ **US & Caribbean:** 1-800-528-4800

☎ **Collect Abroad:** (905) 474-9329