

American Express Corporate Card Program

Dear Applicant;

Our organizational vision includes important objectives relating to best-in-class economics, employee satisfaction and reduced overall administration costs. The American Express Corporate Card program is an integral method in helping achieve these objectives. This document details instructions for the setup and maintenance of your Corporate Card.

Please contact me if you have any questions.

Name of Company Program Administrator: _____

Phone #: _____ Email Address: _____

How to apply for your American Express Corporate Card Online:

1. Direct Link English:
☐ americanexpress.ca/atworkapplyforcard or for French:
☐ americanexpress.ca/atworkdemandedecarte.
2. Enter "(TBA)" in the "Access Key" field and click on the apply tab.
3. Complete application and hit submit. **Note:** submitting of application goes to Company Program Administrator who in turn will review and then submit application to American Express for processing/further review.
4. When you receive your Card you must contact American Express to activate.

How to activate your American Express Corporate Card:

1. Activate your Card online by going to
☐ americanexpress.ca/activate or for French
☐ americanexpress.ca/activation
2. Or click on 'Activate & Register' to activate and enrol your Card in My Account which allows you to manage your Card account online. Follow the simple instructions; it's fast, easy and secure. You will receive confirmation that you have successfully activated your Card and you can start using it right away.
3. You may still follow the instructions on the Card Activation sticker attached to your plastic and activate your Card by calling
☎ 1-800-619-4228 or
☎ (905) 474-1809

My Account from American Express

My Account is a free online service for your Corporate Card that can help make the management of your American Express Corporate Card account even more convenient. It will give you detailed and secure online access to your account 24/7 and help you review and even reconcile expenses right from your computer. By not having to wait for your Corporate Card statement, the submission process for expense reports can be streamlined.

American Express Corporate Card Program

Once enrolled in My Account, you will be able to:

- Access account information 24 hours a day, 7 days a week
- View charges in CDN dollars for purchases made abroad to help make internal expense reporting easier
- Track unbilled, billed, and previously billed activity for up to 6 months*
- Download statement detail in Excel, Lotus 1-2-3 or any other spreadsheet program

**6 months of statement billing activity will only be presented if there has been sufficient time to build up to 6 months of activity since initial launch of this feature (January 2006)*

Enrolment is free and easy. To register, follow these steps:

1. Visit
 - ☐ americanexpress.com/canada/ or for French
 - ☐ americanexpress.com/canada/fr/
2. Follow the on-screen instructions to create a User ID and password. (You will need to have your Card and Card account number with you).
3. Continue with registration by entering your Card account information and other personal identification.
4. Upon reaching the Welcome Page, proceed as desired through the My Account functions.
5. For more information contact your company's Program Administrator, or visit My Account on the American Express website at
 - ☐ americanexpress.ca/myaccount or for French
 - ☐ americanexpress.ca/moncompte
6. For further assistance with My Account call our helpdesk to speak with a Customer Service Representative at
 - ☎ 1-800-716-6661 (Cardmember Inquiries)

Individual Payment Commitment – Available online

Individual Cardmembers have the ability to make a Payment Commitment on their account using the Internet. This function will provide a real-time update to the American Express receivables management system, making it easier for Cardholders to ensure that their charging privileges are kept in good standing. The Payment Commitment functionality is accessible within the Canadian My Account web site for active Cardmember accounts. Cardmembers can advise American Express of payments that have already been made to their account within the past five days, or of payments that they are planning to make within the next seven days.

American Express Corporate Card Client Services

Emergency Card Replacement (Lost or Stolen Cards):

☎ 1-800-268-9824

Insurance Helpline/Claims:

Underwritten by Belair Insurance Company Inc.: Car Rental Theft and Damage Insurance, Flight Delay Insurance, Baggage Delay Insurance, Hotel Burglary Insurance, Lost or Stolen Baggage Insurance:

☎ 1-800-243-0198
☐ <https://info.client.insure>

Underwritten by Chubb Life Insurance Company of Canada ("Chubb Life"): Travel Accident Insurance:

☎ 1-877-777-1544
☐ chubb.com/ca

Cardmember Inquiries (Statement, Billed/unbilled charges payments, Membership Rewards Program, Change of address:

☎ 1-800-716-6661

