



Frequently Asked Questions

Why am I being contacted by American Express?	As a financial institution American Express is required to collect, update and review the information we hold about our clients to meet our regulatory obligations. You have been contacted as we require you to share information about your business to allow us to meet this regulatory requirement. In order to verify details on your Account, further documentation may also be required. Your cooperation in providing the necessary information is required to ensure your Account is kept as up to date and accurate as possible.
I am a long-term client, what triggered the sudden requirement to verify the information?	We are legally required to undertake certain procedures to establish the identity of our clients, as well as, ensure the information we have on file for our existing clients are kept up to date.
How often do I need to authenticate the company's information with American Express?	It is a regulatory requirement for us to update your information, which will be completed periodically. The frequency in which we contact you for this type of information can change and considers various factors about your business.
What is this information used for?	As American Express is a financial institution, we are required to adhere to our regulatory obligations. In order to do this, we are required to periodically update our client's information. Your information will not be used for any purpose other than what is disclosed in the Account Information and Data Protection Section of your agreement.
What will happen if I do not provide this information?	As we are under a regulatory obligation to hold this information about our customers, if we are not able to successfully update our records after a period your Accounts would need to be closed. This is not something we want to occur, so we will work with our customers and provide support where required.
Is my data kept safe?	American Express has long recognised and fully accepted our responsibility to safeguard the privacy, confidentiality and security of the personal information entrusted to us. You can rest assured that your information is safe. For more information on the American Express Privacy Statement, and how we manage your information, please visit: https://www.americanexpress.com/en-iec/company/legal/privacy-centre/online-privacy-statement/



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I can't remember my password, what should I do?	On the login page, please click on 'Forgot Password'. You will be sent an email confirming your password.
How do I change my password?	On the login page, please click on 'Change Password'. Follow the prompts to change your password.
Our company information is unchanged. Do I also have to provide details/information?	Even if nothing has changed in your situation, we ask you to review and update the information. American Express is committed to ensuring that our customers' company information is kept up-to-date. The legislation regarding AML is constantly being tightened. We look forward to receiving your information.
Why is the "Submit" button greyed out?	Once all the required fields are completed, you will be able to submit the information. Please review all the sections to see if an error has been identified.
Can I save my inputs and fill out the rest of the information at a later time?	Yes. Simply click on "Save" and your information will be retained until your next login for up to 30 days from when you received your login details. The uploaded documents will only be retained for seven (7) days unless the online form is submitted.
Who is authorised to sign off on this information?	This information should be provided by your entity's Program Administrator or Authorised Signatory. If you are not the appropriate contact, please contact American Express to update your entity's Program Administrator or Authorised Signatory details.
What is the deadline for updating my company information?	The email or letter that you have received from us will state within how many calendar days this is expected from you. We ask you to complete the update process within the specified period.