

# How to update your Personal information



Periodically, we will contact you and request that you review (and if needed, update) your details. You will receive notifications via your American Express Online Account, the American Express® App, via email or by postal mail.

This prevents your American Express® Corporate Card from being suspended and helps us comply with our regulatory requirements as part of our 'Know Your Customer' (KYC) obligations.

**Validate your information online upon log in**



**Log into your Online Account**

or create an Online Account at [go.amex/my-account](https://go.amex/my-account)



**Use your**

**American Express® App**

## What we might ask you for

<b>Home address</b>	Please check that the address listed is where you currently live. It is important that your full residential address details are correct. If necessary, please update these.
<b>Supporting documentation</b>	In certain cases, for example in case your full legal name, as it appears on your government issued ID, has changed, we will require you to provide a copy of a valid government issued identity document (Passport, National ID).

# Frequently Asked Questions



<b>I received a message asking me to update my personal information. Is this a valid request?</b>	As a financial institution, we are legally obligated to keep our customers' personal information up to date and check it regularly. This is in line with our 'Know Your Customer' (KYC) regulatory requirements.
<b>Will I need to submit any supporting documents?</b>	If we need documentation, you will be asked to upload it securely by following the instructions provided in your Online Account.
<b>What happens if I do not provide the information and/or documentation?</b>	Your American Express® Card/Account may be blocked and eventually cancelled if you fail to provide the required information or documentation. American Express is legally required to regularly check the identity of our Cardmembers and update their information where applicable. We are obliged to take this action to ensure we remain compliant and thank you for your cooperation.
<b>Will you contact me if additional information is needed?</b>	Yes, if additional information or documentation is required or if the provided documentation is incomplete or illegible, we will contact you again to request this information.
<b>How will I know if I have updated my information correctly?</b>	Once we have verified your details, you will receive a communication to confirm your information has been successfully updated.
<b>How do I proactively update my personal information in case of a change?</b>	Please regularly ensure your personal details are up to date at all times. In case of any changes, you can update your information by calling the phone number on the back of your American Express® Card.
<b>I need more help</b>	For further assistance, please call the Customer Service Team via the number on the back of your Card.