



# My Card Account.

## Enjoy the comfort of monthly online statements

GUIDE FOR CARDMEMBERS



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## STATEMENTS ONLINE VIA MY CARD ACCOUNT

My Card Account service provides you day-to-day online access to your statements and unbilled data (transactions after last billing).

### MY CARD ACCOUNT – GENERAL FEATURES

- 24/7 online secure access from anywhere in the world to:
  - Last 6 months' statements in PDF format
  - Last 6 months' billed transactions
  - Unbilled data (transactions after last billing)
- In case of unbilled data "My Card Account" gives the possibility to calculate exchange rates based on transactions in original currencies and their equivalents in the billing currency.
- Email alerts sent to your email address (given during the registration) once the most recent statement is available.
- Although My Card Account does not have Polish language interface but your statements will be in this language.



## REGISTRATION

To start using My Card Account, you need to register and set up your user profile.  
Simply visit: [www.americanexpress.pl/mycardaccount](http://www.americanexpress.pl/mycardaccount)

Click **Not Registered** on the **Logon page**.

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

**Enter credentials**

User ID ([Forgot your User ID?](#))

Password ([Forgotten your password?](#))

Language

**Additional Information**  
[Forgot your User ID?](#)  
[Forgotten your password?](#)  
[Reset Logon credentials?](#)

**Registration**  
**Not registered!**

[Privacy Statement for Poland \(Polityka Prywatności\)](#)  
[Privacy Statement for Hungary \(Adatvédelmi Nyilatkozat\)](#)  
[Privacy Statement for Czech Republic \(Ochrana údajů\)](#)

Once the **Provide Account Number** page opens, please enter the 15-digit number that appears on your Card (without spaces).

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

**Provide Account Number**

Account number  
(This is the 15 digit number that appears on your card.)

[Cancel](#)

[Terms & Conditions](#) and [Privacy Policy](#)

Click **NEXT** to start your 4-step-registration process.



**Note:** In case of your inactivity, you will see a Session Time-out warning message in a pop-up window. To continue your registration, click on [RENEW].

### Session Time-Out

Your session will end in **108** seconds.

Would you like to renew your session?

**RENEW**

[Log Out](#)

### STEP 1.

Create a user ID and password



### Create a user ID and password

**1** Your email address [?]

**2** Confirm your email address

**3** Your Mobile Phone Number [?]

UK +44

**4** First name

**5** Last name

**6** Create a user ID [?]

**7** Enter a password [?]

**8** Re-enter password

**9** Your password hint [?]

**NEXT**

[Cancel](#)



Enter the following information:

### 1 Your email address

Enter your email address (e.g. **name@domain.com**).

**Note:** Email notifications will be sent to this address.

### 2 Confirm your email address

### 3 Your Mobile Phone Number

Choose your country code from the drop-down list and enter your mobile phone number.

### 4 First name

Enter your first name, as it appears on the Card.

### 5 Last name

Enter your last name, as it appears on the Card.

Please do not enter your company name even if it appears on your Card.

### 6 Create a user ID

Follow the instructions:

**ID to assign to this user. User ID must contain:**

**At least 6 and no more than 20 characters**

**At least 1 lowercase alpha character(s) (a-z)**

**At least 1 uppercase alpha character(s) (A-Z)**

**At least 1 number character(s) (0-9)**

**User ID cannot contain „ % \* , [ ] \ / # space & < >**

**Note:** Your User ID must not include your Card number.

### 7 Enter a password

Follow the instructions:

**The new password. Password must contain:**

**At least 8 and no more than 25 characters**

**At least 1 lowercase alpha character(s) (a-z)**

**At least 1 uppercase alpha character(s) (A-Z)**

**At least 1 number character(s) (0-9)**

**Password cannot contain „ % \* , [ ] \ / # space & < >**

**Please do not create a password with more than two consecutive characters.**

**For example, Goood\_1 or Good\_111 would not be allowed.**

**Note:** Due to security reasons, your password is only valid for 90 days. Please change your password afterwards.

### 8 Re-enter password

Re-enter the password. If there is a difference between this field and the **Enter a Password** field, an error message appears when you click **NEXT**.



## 9 Your password hint

The password hint can be a few words or a short sentence that describes your password.

Your password hint will be sent to your email address (as given above), when you select the **Forgot your password** link on the Logon page.

Click **NEXT** to go further.

## VERIFY YOUR IDENTITY

While registration and then each time when you logon into the service, you will be asked to verify your identity. It means that you will be asked to enter a unique verification code (one time passcode — OTP), sent to you via email or SMS.

To select how to receive your passcode, click on one of the listed below methods: email address or mobile number.

## One Time Passcode

Select a contact method to receive your one-time passcode:

**oooooooooooo@hotmail.cz**

**+42073...6161**

[Cancel](#)



Once you receive the one time passcode, please enter it and click Continue.

## One Time Passcode

Please enter the passcode you received and click Continue

### One Time Passcode

**CONTINUE**

[Resend OTP](#)

[Cancel](#)

**Note:**

- The one time passcode is valid only for 10 minutes
- If the passcode has expired, please click on Resend OTP. The new passcode will be valid only for 10 minutes
- If you enter the passcode incorrectly more than five times, access to your account will be locked
- If you do not receive the passcode, please contact our Customer Service Team

Go to the section **LOGON PROBLEMS** for more information on one time passcode error messages.



## STEP 2.

### Register an existing Card

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

1 Create a user ID and password   2 **Register Account**   3 Additional Security Information

#### Register an existing card

**Account number**  
(This is the 15 digit number  
that appears on your card.) \*

37794\*\*\*\*\*1007

**1 Name on account** \* [?]

**2 Account expiration date** \* [?]  
Month  Year

**3 Date of Birth** \* [?]  
Month  Day  Year

**NEXT**   [Cancel](#)

#### 1 Name on account

Enter your name exactly as it appears on your Card. Please do not enter your company name even if it appears on the Card.

#### 2 Account expiration date

Enter the month and year when your Card expires.

#### 3 Date of Birth

Enter: Month – Day – Year.

**Note:** If you provide invalid data, a warning message pop-up window will appear.

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

1 Create a user ID and password   2 **Register Account**   3 Additional Security Information

#### Register an existing card

**The supplied account number is invalid or already registered to another account.**

Please check if information you provided is accurate. If face any other issues, please contact our Customer Service team at the number given on the back of your Card.

Click **NEXT** to go further.



## STEP 3.

Account has been registered

✓ Create a user ID and password   **2 Register Account**   3 Additional Security Information

**Account has been registered**

Your login account has been created and account 37794\*\*\*\*\*1008 has been registered

**1** Your email address  
user@company.com

**2** Your name  
Test

**3** Your User ID  
TestUser11

**4** You have registered the following accounts:  
37794\*\*\*\*\*1008

**5** [Register another account](#)

**NEXT**

A new window with confirmation that your Account has been registered opens as shown above.

In the window you can also read confirmation of your credentials given during the registration process:

- 1 Your email address**
- 2 Your name**
- 3 Your User ID**
- 4 and confirmation that**  
**You have registered the following accounts:**  
**37794\*\*\*\*\*1006**

Click **NEXT** to go to last step of the registration process or choose option **5 Register another account**.



## STEP 4.

### Additional Security Information

To help protect your logon account from fraudulent use, you need to set up personal **Security questions**. You may be prompted in the future to answer two or more of these questions as part of the **Self Unlock/Reset Password** process to help verify identity.

There are five sets of questions. Select and answer one question from each of the sets. Use only uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers.

Do not use punctuation or symbols.

**Note:** Answers cannot be repeated.

#### Additional Security Information

To help protect your logon account from fraudulent use, you need to set up personal security questions. You may be prompted in the future to answer two or more of these questions as part of the Self Unlock/Reset Password process to help verify your identity.

Select and answer one question from each of the five sets. Use only uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.

[Help me with this task](#)

Security Question #1

Security Answer #1

Confirm Security Answer #1

Security Question #2

Security Answer #2

Confirm Security Answer #2

Security Question #3



Click **SELECT A QUESTION** and choose one of the questions that you will answer. Below you can find all the questions:

**Note:** All the questions will be in English language only.

**In what CITY was your mother born?**

**What is the FIRST NAME of your first CHILD?**

**In what CITY were you born?**

**What is your mother's maiden NAME?**

**What was the FIRST NAME of your maternal grandmother?**

**In what CITY was your father born?**

**What was the LAST NAME of your maternal grandfather?**

**In what YEAR your spouse/partner was born?**

**In what YEAR was your mother born?**

**In what CITY was your first job?**

**In what YEAR was your father born?**

**What is the NAME of your first employer company?**

**What was the FIRST NAME of your maternal grandfather?**

**In what CITY was your elementary school located?**

**What BRAND was your first wrist watch?**

Click **SUBMIT** to go to the **End User License Agreement**.

Once you **AGREE** to the **End User License agreement**, your registration process will be completed.



## ACCESS TO DATA

Once registered, please visit [www.americanexpress.pl/mycardaccount](http://www.americanexpress.pl/mycardaccount) to log on.

If you are not registered yet, please see **REGISTRATION** section in this document.

### Enter Credentials:

- 1 **User ID**
- 2 **Password**

Welcome to My Card Account from American Express.  
Corporate Card Members can access their statements online via My Card Account.

Enter credentials

1 User ID [Forgot your User ID?](#)

2 Password [Forgotten your password?](#)

Language [English \(United Kingdom\)](#)

LOG ON

3 Additional Information

[Forgot your User ID?](#)  
[Forgotten your password?](#)  
[Reset Logon credentials?](#)

Registration  
[Not registered?](#)

[Privacy Statement for Poland \(Polityka Prywatności\)](#)  
[Privacy Statement for Hungary \(Adatvédelmi Nyilatkozat\)](#)  
[Privacy Statement for Czech Republic \(Ochrana údajů\)](#)

Terms & Conditions  
Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome, Apple's most current version of Safari and Mozilla's most current version of Firefox

Click **LOG ON**

**Note:** On the logon page you can also find **3 Additional Information** option which includes the following functions:

- **Forgot your User ID?**
- **Forgotten your password?**
- **Reset Logon credentials?**

Go to the section **LOGON PROBLEMS** for more information on each of these functions.



Once you have successfully logged on, the **Home** window opens:

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

Joanna

HOME **2 STATEMENTS** REPORTS HELP

You last logged in on: 24 January 2020 7:52 AM GMT

**Account Details**  
JOANNA TET(37934\*\*\*\*\*2009)  
My Account  
Credit Limit **199,999,999.00**

**1** VIEW LAST STATEMENT

In the **Account Details** window you can read:

**Your first name, last name and a part of your Card account number**

**Credit Limit**

If you want to review your **LAST STATEMENT**, please click **1 VIEW LAST STATEMENT** to open the PDF file.

To view more details, click the tab **2 STATEMENTS** and choose **Account Activity**.

**Note:** If a list of Card numbers appears, click **Details** to view information on your current Card.

Once you go to the tab **STATEMENTS** and click **Account Activity**, a new window **Account Details** appears, which includes:

- 1. Summary**
- 2. Transactions**
- 3. Statements**



## 1. TAB SUMMARY

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

HOME STATEMENTS REPORTS HELP

### Account Details for JOANNA TET (37934\*\*\*\*\*2009)

Summary Transactions Statements

Activity Since Last Statement		Summary of Last Statement (Statement Date: 15/01/2020)	
Current balance:	zI126.64	Statement balance:	zI506.64
Current amount past due:	zI43.50	Past due amount:	zI463.50
Credit limit:	zI99,999,999,999.00	Minimum payment due:	zI506.64
<a href="#">EXPAND DETAILS [+]</a>		Payment due date:	12/02/2020

*The current balance amount includes last payment received and cash advances.*

[EXPAND DETAILS \[+\]](#)

Click **EXPAND DETAILS [+]** for more detailed information.



Tab “**Summary**” includes the following details:

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

Joanna ▾

HOME STATEMENTS REPORTS HELP

### Account Details for JOANNA TET (37934\*\*\*\*\*2009)

Summary Transactions Statements

Activity Since Last Statement		Summary of Last Statement (Statement Date: 15/01/2020 )	
Current balance:	zł126.64	Statement balance:	zł506.64
Current amount past due:	zł43.50	Past due amount:	zł463.50
Credit limit:	zł99,999,999,999.00	Minimum payment due:	zł506.64
<a href="#">HIDE DETAILS [-]</a>		<a href="#">HIDE DETAILS [-]</a>	
Previous balance:	zł506.64	Previous balance:	zł463.50
Payment received:	zł0.00	Purchases:	zł0.00
Purchases:	zł0.00	Cash withdrawal:	zł0.00
Cash withdrawal:	zł0.00	Finance charges:	zł0.00
Finance charges:	zł0.00	Adjustments:	zł0.00
Adjustments:	-zł420.00	Cash advance fees:	zł0.00
Cash advance fees:	zł0.00	Late payment fee:	zł43.14
Other fees:	zł40.00	Other fees:	zł0.00

*The current balance amount includes last payment received and cash advances.*



## 2. TAB TRANSACTIONS

All currently posted transactions are displayed.

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

Joanna

HOME STATEMENTS REPORTS HELP

### Account Details for JOANNA TET (37934\*\*\*\*\*2009)

Summary Transactions Statements

Statement Cycle: Current Download format: select DOWNLOAD PRINT THIS PAGE

KOREKTA OPLATY ROCZNEJ			-zł420.00
Date posted: 27/01/2020	MCC:	Original Amount: 420	
Date of transaction: 27/01/2020	MCC Description:	Currency: Zloty (985)	
Location:	Memo:	Billed Amount: (420.00)	

OPL. WYNIKAJACE Z OPOZNIO			zł40.00
Date posted: 27/01/2020	MCC:	Original Amount: 40	
Date of transaction: 27/01/2020	MCC Description:	Currency: Zloty (985)	
Location: NEJ PLATN.	Memo:	Billed Amount: 40.00	

Click **STATEMENT CYCLE** to review transactions posted during the last 6 months.

To download data:

- Select the **Statement Cycle**
- Choose the **Download format**
- Confirm by clicking **DOWNLOAD**

If you want to print data displayed on the screen, click **PRINT THIS PAGE**

**Note:** If there are no transactions currently posted, this message will be displayed: **No transactions exist for the selected cycle.**



### 3. TAB STATEMENTS

You can download up to 6-months-old statements in PDF format.

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

Joanna

HOME STATEMENTS REPORTS HELP

Account Details for JOANNA TET (37934\*\*\*\*\*2009)

Summary Transactions Statements

Date	Action
15 January 2020	
15 December 2019	
15 November 2019	
15 October 2019	



## EDITION OF YOUR ACCOUNT INFORMATION

Once you are logged on, you may edit information given during the registration process.

Choose the following options to:

- 1 Edit Personal Information**
- 2 Edit Password**
- 3 Add Account**

The screenshot shows the American Express My Card Account homepage. At the top, there is a welcome message: "Welcome to My Card Account from American Express. Corporate Card Members can access their statements online via My Card Account." Below this is a navigation bar with links for HOME, STATEMENTS, REPORTS, and HELP. On the right side, there is a user profile section for "Joanna" with three menu options: "Edit Personal Information", "Edit Password", and "Add Account".

The screenshot shows the "Account Details" page for a user named "JOANNA TET(37934\*\*\*\*\*2009)". The page displays the following information:

- My Account
- Credit Limit: 2199,999,999,999.00

A "VIEW LAST STATEMENT" button is also present on the page.



## 1. EDIT PERSONAL INFORMATION

### Edit Personal Information

\* Required field

User ID:

IFRADMpln1

**1** First name: [?] \*

IFR

**2** Last name: [?] \*

ADMPLN

**3** Email address: [?] \*

ifradmpln@poczta.pl

**4** CC Email address: [?]

Email Language [?]

English US



**5** Mobile Phone: [?]

+48



**SAVE**

[Cancel](#)

In this window you may update the following fields:

**1 First name**

Enter your first name, without punctuation, as it appears on the Card.

**2 Last name**

Enter your last name, without punctuation, as it appears on the Card .

**3 Email address**

Enter your email address (e.g. **name@domain.com**).

**Note:** Email notifications will be sent to this address.



#### 4 CC Email address

Please enter an additional email address to receive email notifications at this address too.

#### 5 Mobile Phone

Choose your country code from the drop-down list and enter your mobile phone number.

Click **SAVE**

## 2. EDIT PASSWORD

Welcome to My Card Account from American Express.  
Corporate Card Members can access their statements online via My Card Account.

HOME STATEMENTS REPORTS HELP

Edit ACCOUNT ACTIVITY

1 User ID:  
TetJoanna

2 Old password:

3 New password: [?]

4 Confirm new password:

Password hint: [?]

**SAVE** [Cancel](#)

In this window you may change your password. Complete the following fields:

#### 1 Old password

#### 2 New password

Follow the instructions:

**The new password must contain:**

**At least 8 and no more than 25 characters**

**At least 1 lowercase alpha character(s) (a-z)**

**At least 1 uppercase alpha character(s) (A-Z)**

**At least 1 number character(s) (0-9)**

**Password cannot contain „ % \* , [ ] \ / # space & < >**

#### 3 Confirm new password



#### 4 Password Hint

The password hint can be a few words or a short sentence that describes your password.

Click **SAVE**

### 3. ADD ACCOUNT

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

HOME STATEMENTS REPORTS HELP

Add Account

1 Account number  
(This is the 15 digit number  
that appears on your card.) \*

2 Name on Account [?] \*

3 Expiry date [?] \*

4 Date of Birth [?] \*

Month Day Year

ADD Cancel

My Accounts

Account number (This is the 15 digit number that appears on your card.)	Name on Account
37934*****2009	JOANNA TET TET SME PFC

To register a new Account, complete the following fields:

#### 1 Enter the 15-digit number that appears on your Card

#### 2 Name on account

Enter your last name, without punctuation, as it appears on the Card.  
Please do not enter your company name even if it appears on your Card.

#### 3 Account expiration date

Enter the month and year when your Card expires.

#### 4 Date of birth

Enter: Month – Day – Year.

Click **ADD**

**Note:** For your convenience at the bottom of the page you will find a list of all the accounts registered by you.



## LOGON PROBLEMS

### 1. ONE TIME PASSCODE ERROR MESSAGES

- **Incorrect one time passcode**

#### One Time Passcode

Please enter the passcode you received and click Continue

**One Time Passcode**

Passcode is not valid. Please enter the passcode you received and click Continue

**CONTINUE**

[Resend OTP](#)

[Cancel](#)

When you enter an incorrect passcode, you will get error message. Please enter the valid passcode and click on Continue.

- **Your password has expired**

#### One Time Passcode

Please enter the passcode you received and click Continue

**One Time Passcode**

Your passcode has expired.

**CONTINUE**

[Resend OTP](#)

[Cancel](#)

The one time passcode is valid only for 10 minutes. If it has expired, please click on **Resend OTP**. The new passcode will be valid only for 10 minutes.



- If you forgot your user ID, your password or need to reset your password, simply use one of the following functions:

1 [Forgot your user ID?](#)

2 [Forgot your password?](#)

3 [Reset Logon credentials?](#) (I want to reset Logon credentials or unlock my access)

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

Enter credentials

User ID ([Forgot your User ID?](#))

Password ([Forgotten your password?](#))

Language

1 Additional Information  
2 [Forgot your User ID?](#)  
3 [Forgotten your password?](#)  
[Reset Logon credentials?](#)

Registration  
[Not registered?](#)

[Privacy Statement for Poland \(Polityka Prywatności\)](#)  
[Privacy Statement for Hungary \(Adatvédelmi Nyilatkozat\)](#)  
[Privacy Statement for Czech Republic \(Ochrana údajů\)](#)

Terms & Conditions  
Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome, Apple's most current version of Safari and Mozilla's most current version of Firefox

## 1. FORGOT YOUR USER ID?

Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

## Forgot your User ID?

Enter your email address information so we may look up your User ID.

Email Address [\[?\]](#)

[Cancel](#)

Enter your **Email Address**.

And **SUBMIT**



You will receive email titled “**Your User ID Information**”. If you do not receive this email within 30 minutes, please contact our Customer Service team at the number given at the back of your Card.

## 2. FORGOT YOUR PASSWORD?



### Forgot your password?

Confirm and enter your user id and email address information so that we may email you your hint.

**1** **User ID** [?]

**2** **Email Address** [?]

**SUBMIT**

[Cancel](#)

Complete the following fields to receive your password hint:

**1** **User ID**

**2** **Email Address**

And **SUBMIT**

You will receive email titled „**The hint you requested**”, that will include the hint given by you while registration. If you do not receive this email within 30 minutes, please contact our Customer Service team at the number given at the back of your Card.



### 3. RESET LOGON CREDENTIALS? (I want to reset Logon credentials or unlock my access)



#### Need to reset your logon credentials?

Confirm and enter your user ID and email address information so that we may email the instructions to reset your password or unlock your account.

1 **User ID** [?]

2 **Email Address** [?]

**SUBMIT** [Cancel](#)

Complete the following fields:

1 **User ID**  
2 **Email Address**

And **SUBMIT**

You will receive email titled „**Your Logon Credentials**”. To reset your logon credentials or unlock you access, click on the attached link.



-----  
- The information contained in this communication (including any attachments hereto) is confidential and is intended solely for the mail, and delete the original message. Thank you



You will be automatically redirected to the window **Need to reset your logon credentials?**



Welcome to *My Card Account* from American Express.  
Corporate Card Members can access their statements online via *My Card Account*.

## Need to reset your logon credentials?

User ID [?]

1  Unlock your account?

2  Reset your password?

**CONTINUE**

[Cancel](#)

Enter **User ID** and select one of the following options:

- 1 **Unlock your account?**
- 2 **Reset your password**

Click **CONTINUE**



A new window will open once you are successfully verified. Please complete the fields to create a new password.

## Please enter a new password

1 New password: [?]

2 Confirm new password:

3 Password hint: [?]

**SAVE** [Cancel](#)

Complete the following fields:

- 1 **New password**
- 2 **Confirm new password**
- 3 **Password hint**

And **SAVE**

A message will be displayed confirming that your password has been changed.

Click **OK**

## Password Confirmation

Your password has been changed.

**OK**



## ADDITIONAL INFORMATION & CONTACT US

-  Click on the icon to log out.
-  Click this icon to read messages from American Express.
-  Click on this icon to read messages dedicated to your Company only.

### AMERICAN EXPRESS CUSTOMER SERVICE

In case of any difficulties please contact our Customer Service team by calling on: +48 22 581 5222  
Monday–Friday, 8 a.m.–6 p.m.