

American Express® @ Work® Global Apply for Card (GAFC) Card Applicant Frequently Asked Questions

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Accessing the application

How do I access my Card Application?	<p>There are two ways to access a Card Application:</p> <ol style="list-style-type: none">1. Email invitation<ul style="list-style-type: none">o You'll receive two emails from American Express, initiated by your Program Administrator, inviting you to apply for your Corporate Card.o One email will contain a link to the Application site, the other will contain an Application ID that you'll need to log on and complete the application.2. Access Key and a URL Link<ul style="list-style-type: none">o Your company may provide you with a link to the application site and an Access Key.o Access Keys may be posted on your company's internal intranet site. <p>Once on the Card Application site, you'll be instructed to enter your corporate email address and Application ID or Access Key to begin your Corporate Card Application.</p>
If I save my application for later, how do I access my application again?	You can access your application using the secure URL and Application ID you received when you started your application.
Is GAFC mobile or tablet friendly?	Yes, GAFC will respond to and function on smaller screen resolutions like tablet and mobile. However, we do not have a separate mobile-only application.

Completing the application

Once an application is initiated, how long do I have to complete an application?	You'll have 7 days to complete your application. If your application isn't completed within that timeframe, it'll be cancelled.
Are there mandatory fields on the application and will I know if there is an error with my application?	Yes, there are mandatory fields which are labeled. If you encounter any errors while completing your application, you'll see an error message with instructions on what to do.
Why is my mother's maiden name required?	We use this information to help verify your identity.
Why do you need my company email address?	If your application is approved, we'll use your company email address to communicate important updates and information about your account.
What types of documents are required?	You'll be required to provide a valid copy of your government-issued photo ID and proof of address during the application process.



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Which types of identification documents are accepted?	Applicants must provide their Social Security Number or a valid copy of a government-issued ID such as a passport or driver's license. More information on accepted identification documents is available while completing the application. On the right-hand side of the screen under 'Important Information' select the hyperlink 'Learn more' for additional details.
How do I upload documents?	You can upload additional documents under the Supporting Documents section in the application.
How do I submit my completed application?	After you've completed all the mandatory fields in the application, you'll reach a Review and Submit screen. There you can review and modify fields if necessary. Once finalized, you will need to accept the Terms and Conditions and click the Submit button. A screen confirming that your application has been submitted will then appear.
Once my application has been submitted, can I still edit the application?	No, you'll no longer be able to edit your application once it's been submitted.
Are there any notifications sent to remind me to complete the application?	Yes, you'll receive email reminders to complete your application.
How will I know if my application has been approved by my company and submitted to American Express for processing?	You'll receive an email notification when your application has been approved by your company. If there are any issues with your Card Application, your Program Administrator will contact you or you'll receive a notification from American Express.

Card Delivery

What are the Card delivery address options?	Unless your company has arranged otherwise, you can choose to have your Card sent to your residential address or your company address.
Can I request an alternative delivery address for the Card?	No, not currently.
How long will it take to receive my Card?	Once an application is received and approved, Cards are typically delivered within 10 business days. If a Card is required sooner, please select the expedite option.
Can I choose to Expedite my Card delivery?	If your company allows for a Card to be expedited, your Program Administrator will need to select the Expedited Card Delivery option. You'll then be able to choose where your Card is sent, either to your residential address or your company address.
How quickly is a Expedited Card received?	American Express does not guarantee at any time a certain delivery date or time frame for Expedited Card Delivery. Expedited Card Delivery time is subject to the courier services available in the country in which the requested delivery address is located.

Help and Support

Who do I contact if I need assistance with Global Apply for Card?	For support or guidance with your application, please contact your company's Program Administrator.
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