



For American Express®, supporting you in your daily life as a Program Administrator means supporting you at all times. **That's why we offer you a full range of customer services, available online and by phone.**

## CORPORATE MEETING CARD (CMC)



### THE ONLINE PROGRAMME ADMINISTRATOR GUIDE

To find all information to manage your American Express Corporate Programme  
[www.americanexpress.com/be/programme-administrator](http://www.americanexpress.com/be/programme-administrator)



ONLINE SERVICES ACCESSIBLE 24/7, VIA SECURITY PORTAL AMERICAN EXPRESS @WORK®  
[www.americanexpress.be/atwork](http://www.americanexpress.be/atwork)



### GENERAL FORMS AND TERMS AND CONDITIONS

FR: [www.americanexpress.be/documents\\_corporate](http://www.americanexpress.be/documents_corporate)  
NL: [www.americanexpress.be/corporate\\_documenten](http://www.americanexpress.be/corporate_documenten)

## Credit Service

- Blocked Card, late payment, payment outstanding, expenditure ceiling reached

**+32 (0) 2 676 23 88**

From 8:30AM to 5PM, Monday to Friday

[corporatecredit.be@aexp.com](mailto:corporatecredit.be@aexp.com)

## Customer service for Program Administrators

- Update company information (change of address, bank details, authorized signer, Program Administrator)
- Copy of a card account statement
- Charging of payments
- Refund of credit balance
- American Express @Work: Password Unlocking, Error Messages,...

**+32 (0) 2 676 29 26**

From 9AM to 5PM, Monday to Friday

[belgiumcommercialservicing.nl@aexp.com](mailto:belgiumcommercialservicing.nl@aexp.com)

## Customer service for Corporate Cardmembers

- Update Cardmember information (change of address, change of e-mail or phone number,...)
- Dispute of a transaction
- Exchange of points

**+32 (0) 2 676 29 29**

From 8AM to 8PM, Monday to Friday  
and Saturday from 9AM to 5PM

## Technical support for integration files

- Assistance regarding electronic products and data files

[corporatefileexchange@aexp.com](mailto:corporatefileexchange@aexp.com)

## Fraud Reporting

**+32 (0) 2 676 23 23**



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