



SERVING YOU AT EVERY MOMENT

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.**

CENTRAL ORDER CARD (COC)



THE ONLINE PROGRAMME ADMINISTRATOR GUIDE

To find all information to manage your American Express Corporate Programme

www.americanexpress.com/be/programme-administrator



ONLINE SERVICES ACCESSIBLE 24/7, VIA SECURITY PORTAL AMERICAN EXPRESS @WORK®

www.americanexpress.be/atwork



GENERAL FORMS AND TERMS AND CONDITIONS

FR: www.americanexpress.be/documents_corporate

NL: 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

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

Customer service for Corporate Cardmembers

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

+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

Fraud Reporting

+32 (0) 2 676 23 23



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