



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 CARD PROGRAM



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
- 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

Fraud Reporting

+32 (0) 2 676 23 23



American Express Europe S.A. Belgian branch, with seat at Vorstlaan 100 Bld. du Souverain, 1170 Brussels (Watermaal-Bosvoorde / Watermael-Boitsfort), registered in the Belgian register of enterprises (KBO/BCE) and in the VAT database as number (BE)0776.653.759, with a bank account with BNP Paribas Fortis (BIC GEBABEBB) IBAN BE39 2100 0821 2619, and with main commercial website www.americanexpress.be. American Express Europe S.A. is a corporation under Spanish law, having its corporate seat at Avenida Partenón 12-14, 28042 Madrid (Spain), registered with the Madrid Commercial Registry under Sheet M-257407, Volume 15,348, Section 8, Book 204, first entry, with tax identification number NIF A-82628041, authorized as payment institution by the Banco de España and registered in that capacity as number 6837, and with main commercial website www.americanexpress.es.

AMEX Asesores de Seguros, Sociedad de Agencia de Seguros Vinculada, S.A.U. is a multi-tied insurance agent 100% owned by American Express de España, S.A.U. It is registered in Spain in the Administrative Registry of Insurance and Reinsurance Distributors of the Dirección General de Seguros (DGS), with No. AJ0022, and has financial guarantee and liability insurance. NIF: A-79770608. Partenon Avenue 12-14. 28042 Madrid, Spain. AMEX Asesores de Seguros is supervised by the DGS and is authorized to carry out insurance distribution activities in Belgium and Luxembourg.