



# AIR-FRANCE - AMERICAN EXPRESS® CORPORATE CARD

## Cardmember Terms and Conditions - Applicable as of June 2025 1<sup>st</sup>

*Important note : this English version of the Cardmember Terms & Conditions is provided for Your convenience. Only the French version will prevail.*

### 1. Acceptance / Subject matter of the Agreement

This document sets out the terms and conditions for Your use of the AIR FRANCE - AMERICAN EXPRESS Corporate Card. Please read it very carefully and keep it for Your reference. By submitting an Application Form (or, if earlier, signing or using the Card), You agree to the terms of this Agreement. If We make any changes to this Agreement You will be deemed to have accepted them subject to the "Changes" section of this Agreement. This Agreement is open ended, it has no fixed duration and will continue until You or We end it. You can request a further copy of this Agreement free of charge at any time during the term of the Agreement and if You do, We can make copies available via the Programme Administrator. This Agreement and all Communications between You and Us concerning this Agreement will be in French.

### 2. Definitions

In this Agreement:

**"Account" / "Card Account" or "Corporate Card Account"** means any Account We maintain in relation to the Card;

**"Affiliate"** means any entity that controls, is controlled by, or is under common control with the relevant party, including its subsidiaries;

**"Agreement"** means this agreement with You;

**"American Express Entity"** means each of Our Affiliates and "American Express Entities" means any one or more American Express Entity;

**"Application Form"** means the Account application form completed by You;

**"Card"** means the AIR FRANCE - AMERICAN EXPRESS Corporate Card or any or any device or any set of custom procedures We accept that You may use, or other similar technology or any other Account access device We issue for the purpose of accessing Your Account to purchase goods and/or services for Your Company's business purposes;

**"Card Anniversary Date"** means the day each year of the anniversary of Card membership;

**"Cash Advance"** means the withdrawal of cash in any currency through a range of methods including Express Cash and any other cash products as agreed separately with Us;

**"Charges"** means all and any payments made using a Card or transactions otherwise charged to Your Account and includes Cash Advances (where We have agreed with Your Company), purchases, fees, commissions, interest, taxes and all other amounts You and/or Your Company (dependent on which liability structure is chosen for the Account, please see "Liability for Charges" section of this Agreement) have agreed to pay Us or are liable for under this Agreement;

**"Code(s)"** means each of Your Personal Identification Number (PIN), telephone code(s), on-line passwords and any other codes or authentication methods established for use on Your Account, as specified by Us from time to time;

**"Communications"** means Statements, notices (including changes to this Agreement), servicing messages, additional copies of this Agreement if requested and other communications;

**"Directive"** means the Directive (EU) 2015/2366 of the European Parliament European Parliament and of the Council of 25 November 2015 on payment in the internal market. The Directive has been transposed into law by Order No. 2017-1252 of August 9, 2017, which has been codified by Article L. 314-1 and the following Articles of the French Monetary and Financial Code.

**"Merchant(s)"** means a company, firm or other organisation accepting American Express Cards as a means of payment for goods and/or services;

**"Online Statement Service"** means Our Online Statement Service allowing You access to Your Statements via Our website;

**"Partner"** means any third party who takes part to the Card programme.

**"Programme Administrator"** means the person designated by Your Company to act on its behalf in (i) the administration of the AIR FRANCE - AMERICAN EXPRESS Corporate Card programme; (ii) communicating with Us about Corporate Card Accounts including Your Account and; (iii) passing on to You certain information We provide in relation to the Card and Your Account as explained within this Agreement;

**"Recurring Charges"** means where You allow a Merchant to bill Your Account for a specified or unspecified amount, at regular or irregular intervals for goods or services;

**"Replacement Card"** means a renewal or replacement Card issued to You by Us;

**"Security Information"** means Your user ID and its associated password, and any other authentication method specified by Us from time to time, for use of Our Online Statement Service;

**"Statements"** means Statements sent by Us in respect of Your Account during the relevant billing period;

**"We", "Our" and "Us"** means American Express Carte - France (Société Anonyme au capital de 77 873 000 Euros – Immeuble Voyager, 8-10 Rue Henri Sainte-Claire Deville, CS 60182, 92506 Rueil Malmaison Cedex – R.C.S Nanterre B 313 536 898), and includes Our successors and assignees;

**"You", "Your", "Yours" and the "Cardmember"** means the person whose name appears on the Card; and

**"Your Company"** means the company, business or firm that We have an agreement with for the provision of the Card and by whom You are authorised to incur business expenditure on the Card.

Additional definitions can be found in the Agreement.

### 3. Use of the Card/Code(s)

a. You agree that Your Account will be debited when You present the Card to a Merchant that accepts the Card as payment and You:

i) enter Your PIN or sign a paper slip issued by the Merchant;

ii) provide Your Card number and related Card or Account details by following the Merchant's instructions for processing Your payment, and any other authentication method specified by Us from time to time, in the case of online, telephone, mail order purchases, Recurring Charges or through any other device;

iii) conclude an agreement with a Merchant and You consent to the Merchant charging Your Account for an amount that is specified in such agreement;

iv) authorise a contactless Charge by passing Your Card over a contactless card reader; or authorise a Charge requested through digital wallet technology; or

v) verbally consent, or confirm Your agreement, to all or part of a Charge after the Charge has been submitted.

You cannot cancel Charges once You have authorised them, except for Recurring Charges which can be cancelled for the future. Please see the "Recurring Charges" section of this Agreement.

b. We may impose and vary limits and restrictions on Your use of Your Card for contactless or digital wallet technology Charges such as a maximum amount for each Charge, day, Statement period or otherwise or a requirement to enter Your PIN after a certain number or value of contactless or digital wallet technology Charges.

c. You acknowledge that We will consider Your payment instruction to a merchant as having been given on the date when You must pay Us the Debits appearing on Your Statement.

d. To prevent misuse of Your Account and the Card, You must ensure that You:

i) sign the Card as soon as received;

ii) keep the Card secure at all times;



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- iii) regularly check that You still have the Card in Your possession;
- iv) do not let anyone else use the Card;
- v) retrieve the Card after making a Charge;
- vi) never give out the Card details, except when using the Card in accordance with this Agreement; and
- vii) when transferring the number of the Card in payment for a Charge (online or mail order purchases), comply with the applicable instructions and recommendations issued by Us or an American Express Entity on each occasion.
- e. To protect Your Codes (including Your PIN), You must in each case ensure that You:
  - i) memorise the Code;
  - ii) destroy Our communication informing You of the Code (if applicable);
  - iii) do not write the Code on the Card;
  - iv) do not keep a record of the Code with or near the Card or Account details;
  - v) except as may be required if You allow another service provider to obtain authorised access to, or to make authorised Charges from, Your Account in accordance with the transposed directive, do not tell the Code to anyone or otherwise allow access to it (except for the telephone code established for use on Your Account which may be provided to Us when You contact Us by telephone);
  - vi) do not choose a Code (if You select a Code) that can easily be associated with You such as Your name, date of birth or telephone number; and
  - vii) take care to prevent anyone else seeing the Code when entering it into an electronic device (including an ATM).

### 4. Permitted Uses

- a. You are the only person who may use the Card. The Card is issued to You solely for the purchase of goods and services for Your Company's business purposes.
- b. You may use the Card, subject to any restrictions set out in this Agreement, to pay for goods and services from Merchants, except where Your Company has restricted use of the Card at a Merchant.
- c. If We have agreed with Your Company, You may also in accordance with the agreement We have with Your Company use Your Account and the Card to obtain Cash Advances solely for the business purposes of Your Company.

### 5. Prohibited Uses

- a. You must never:
  - i) give the Card or Account number to any person or allow them to use the Card or Account for Charges, identification or any other purpose, other than to give Your consent to a transaction in accordance with the "Use of the Card/Code(s)" section of this Agreement. We will never contact You to ask for Your full American Express Card number.
  - ii) Share Your PIN, Your online password (or passwords) and any other Code (or Codes) or authentication method used on Your Card Account or Your Card, or the password for Your American Express online services with anyone. However, American Express may ask You to provide Your Identification Code by telephone in order to be able to correctly identify You. We will never ask You to share this information with anyone. Further information relating to fraud prevention can be found in the "Security Guide" which You will find in the "Your Protection" section of Our website: [americanexpress.fr](https://americanexpress.fr) (link located at the bottom of the page).
  - iii) Physically hand over Your Card to anyone. We will never ask You to physically hand over Your Card to us.
  - iv) return goods or services obtained using Your Account or Card for a cash refund. If permitted by the Merchant, goods and services charged to a Card may be returned to the Merchant for a credit to that Card;
  - v) use the Card to obtain cash from a Merchant for a Charge recorded as a purchase;
  - vi) obtain a credit to Your Account except by way of a refund for goods or services previously purchased on Your Account;
  - vii) use the Card if You are bankrupt or insolvent or if You do not honestly expect to be able to pay Us any sums You owe Us under this Agreement;
  - viii) use the Card if You know or could be reasonably expected to know that Your Company is subject to a procedure stipulated in the Book VI of the Code of Commerce;
  - ix) use the Card or Your Account to obtain cash unless We have agreed with Your Company separately to permit Cash Advances;
  - x) use a Card which has been reported to Us as lost or stolen until such time as We issue a new Card or new Account details (in which case You must use the new details) or We otherwise confirm that You may resume use of the Account/Card;
  - xi) use a Card after it has been suspended or cancelled, after the Account expires or after the 'valid thru' date shown on the front of the Card;
  - xii) use the Card for any purpose other than the genuine purchase of goods and/or services (or Cash Advances, if applicable);
  - xiii) use the Card to purchase anything for the purpose of resale unless We have previously agreed to this with Your Company; or
  - xiv) use the Card to purchase anything from a Merchant that Your Company or any third party related to Your Company have any ownership interest in, where such ownership interest does not include shares quoted on a recognised stock exchange.
- b. Subject to the "Lost/Stolen Cards, Incorrectly Executed Transactions and Misuse of Your Account" section of this Agreement, You will be responsible for any prohibited use of Your Account even if We did not prevent or stop the prohibited use, unless otherwise provided by law.

### 6. Cash Advances

Participation in the Express Cash Service (or any Cash Advance facility), which allows You to obtain Cash Advances, is permitted for use with Your Card if Your Company permits and will be governed by a separate agreement with Your Company. Your Company is solely liable to Us for all Cash Advances. If We agree with Your Company to allow You to obtain Cash Advances and You enrol in Our Express Cash Service (or any other Cash Advance facility), then:

- i) You will only be entitled to withdraw cash for the legitimate business purposes of Your Company;
- ii) Your Company may by notification to Us stop You from using the Express Cash Service (or any other Cash Advance facility) at any time and Cash Advances will no longer be available to You;
- iii) You must enrol in the Express Cash Service (or any other Cash Advance facility) by contacting Us on the phone number that is on the back on Your Card and use the Code of Your card to access ATMs that accept the Card;
- iv) We may impose limits and restrictions on Cash Advances such as the minimum and maximum limits that apply to Cash Advances for each Charge, day, Statement period or otherwise;
- v) participating financial institutions and ATM operators may also impose their own limits and restrictions on Cash Advances such as limits on the number of Cash Advances, the amount of each Cash Advance and access to and available services at ATMs;
- vi) We reserve the right, without cause and without providing any notice to You, to terminate Your access to Cash Advances and ATMs, even if the Account is not in default;
- vii) Fees apply for Cash Advances and are set out in the "Fees" section of this Agreement. The ATM provider may also charge a fee; and
- viii) You must comply with any instructions Your Company provides to You in relation to Cash Advances.



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ix) We will not charge any commission associated with Cash Advance in France or abroad, nor any fixed minimum amount. Fees associated with exchange rate and withdrawal can be charged by certain ATM operators and do not depend from American Express. The withdrawal will be displayed on the American Express monthly Statement and debited on a monthly basis with the other Charges.

### 7. Statements and Queries

- a. Unless the Card is subject to "Full Corporate Liability" as described in the "Liability for Charges" section of this Agreement and Your Company is responsible for centrally settling payment of Your Account with Us, We will make available to You, in the manner set out in the "Communicating With You" section of this Agreement, Statements periodically and at least once a month if there has been any Account activity. Unless We agree with Your Company otherwise, if You enrol in, or if We enrol You automatically in, Our Online Statement Service Your Statement is available to You online. We may also make Your Statement available via the Programme Administrator. Terms and conditions apply to Your use of Our Online Statement Service and are set out in the "Online Statement Service Terms and Conditions" section of this Agreement. Your Statement will show important information about Your Account, such as the outstanding balance on the last day of the Statement period, the payment due, the payment due date, the currency conversion rate and applicable fees and will include Charges made by You.
- b. Always check each Statement for accuracy and contact Us as soon as possible if You need more information about a Charge on any Statement. If You have a question about or a concern with Your Statement or any Charge on it, inform Us immediately by contacting Us through the Programme Administrator or directly on the number provided in the "Lost/ Stolen Cards, Incorrectly Executed Transactions and Misuse of Your Account" section of this Agreement. We will normally expect this to be within one (1) month of receipt of Your Statement.
- c. If You or Your Company does not query a Charge that You believe is unauthorised or incorrectly executed within this period, or in some cases within up to thirteen (13) months, You and/or Your Company dependent on which liability structure is chosen for the Account (please see the "Liability for Charges" section of this Agreement) may be liable for this unauthorised or incorrectly executed Charge. This period of 13 months is reduced to 70 days when the payment service provider of the Merchant is based outside the European Union. If We request, You agree to promptly provide Us with written confirmation of Your question or concern and any information We may reasonably require that relates to Your question or concern.
- d. You agree We may send You notices, including notices of variation of this Agreement, with Your Statement (whether online or paper copy).

### 8. Online Statement Service

- a. If You are enrolled in Our Online Statement Service You may access the service via Our website, using Your Security Information. You will not receive paper Statements unless We have reason to send You one such as if Your Account is overdue. You must access the Online Statement Service regularly and check it for any new Statements.
- b. If You do not receive or are unable to access a Statement, regardless of the reason, where You are liable to make payment to Us (please see the "Liability for Charges" section of this Agreement), this shall not affect the payment obligations under this Agreement. It is Your responsibility to contact Us in such circumstances to obtain relevant information in order to fulfil any payment obligations.
- c. Each online Statement is kept available online for six (6) months. You can print out Your Statement data and/or download it for future reference.
- d. You are responsible for obtaining and maintaining Your own compatible computer system, software, and communications lines required to properly access the Online Statement Service. We have no responsibility or liability in respect of Your software or equipment.
- e. You are responsible for all telecommunications and similar Charges incurred by You in accessing and using the Online Statement Service.
- f. We may alter the facilities available under the Online Statement Service at any time. We will inform You of these changes and any corresponding changes to Online Statement Service terms and conditions in accordance with the "Changes" section of this Agreement.
- g. Your Security Information is confidential to You and must not be shared with any other person or recorded in an insecure location accessible to anyone else. We are not responsible for any misuse of the Online Statement Service by You or anyone else nor for any disclosure of confidential information by Us where You have failed to take reasonable precautions to protect Your Security Information.
- h. We may terminate or suspend the use of an Online Statement Service at any time. We will give You prior notice of any withdrawal or suspension of the Online Statement Service in accordance with the "Changes" section of this Agreement except (i) in circumstances beyond Our control; (ii) in the event of suspicion of unauthorised use or breach of the terms of use for an Online Statement Service or (iii) for security reasons.
- i. We will not be responsible if any information made available via the Online Statement Service is not available or is inaccurately displayed due to systems failure, interruptions in the communications systems or other reasons outside of Our control.
- j. When Your Statement is made available through the Online Statement Service, We will send You a notification to the e-mail address You have provided to Us to advise You that Your Statement is ready to view online.
- k. If We detect that the e-mail address You have provided is invalid, the e-mails that are sent to Your address are returned or are not received by You, We may revert to sending You printed Statements through the post or may attempt to contact You or Your Company. Our action or inaction does not limit Your or Your Company's obligations under this Agreement.
- l. We will not be responsible where any e-mail sent to You under this Agreement is not received by You due to Your e-mail address having changed or being invalid or due to systems failure, interruptions in the communications systems or other reasons outside Our control.
- m. If You do not receive Your notification e-mail, You are required to obtain Your Account balance either by logging on to Our Online Statement Service via Our website or calling the Customer Service telephone number printed on the reverse of the Card.
- n. The fact that You have not received Our e-mail notification or You have not been able to access Your Statement online does not constitute an exception to Your obligation to pay Your Account balance on time.
- o. You may cancel participation in the Online Statement Service at any time and, in this case, paper Statements will be provided or made available by mail or by another means agreed with You.

### 9. Fees

- a. The fees that apply to Your Account are set out below. We are entitled to charge these fees to Your Account when due.
- b. A maximum Card membership annual fee of € 125 is payable annually for each membership year. The first Card membership annual fee is payable on the first Statement date after the Card is issued and then on the Statement date following the beginning of each membership year unless We agree with You and Your Company otherwise. A membership year starts on the Card Anniversary Date and ends on the day before the next Card Anniversary Date.
- c. If You do not pay the Balance Due on Your Statement in full by the due date You are in default and You agree that We may charge You a late payment fee of 2% of the overdue amount or a minimum fee of €15. The overdue amount is the unpaid balance of the Balance Due on Your previous Statement, excluding any unpaid late payment fees.
- d. From the second month of late payment We can suspend or cancel Your right to use the Card and We will charge a fee of €150 for re-instatement.
- e. We will also charge Your Account for any reasonable costs We incur in recovering overdue payments. These costs may be added to the outstanding sum and include the cost of using third parties, such as a firm of solicitors, and any costs they themselves incur in trying to recover a debt on Our behalf.



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- f. If Your Account is paid with direct debit and Your bank does not honour the direct debit, We will charge You €18.50 and for any reasonable costs We incur, to the extent permitted by applicable law.
- g. If You make a Charge in a currency other than euro, or if We receive a refund in a currency other than euro, We will apply a currency conversion rate to the Charge or to the refund and a non-euro transaction fee of 2.5%. Please see the "Charges Made in Foreign Currencies" section of this Agreement.
- h. A Statement Copy Fee of €4 may be payable if You request paper copies of Statements, for each copy provided.
- i. We will not charge any commission associated with Express Cash Advance, nor any fixed minimum amount. Any currency conversion commission / withdrawal fee charged by certain ATM operators remain applicable and do not depend on American Express. The cash withdrawal will be displayed on the American Express monthly Statement and will be debited on a monthly basis with the other Charges.
- j. An annual fee of €50 is payable to enrol a AIR FRANCE - AMERICAN EXPRESS Corporate Card in the Multi Miles Programme.
- k. We may, at any time, as a continuous right, without prior notice and before and after demand, set off against any credit on Your Account any amount due by You to Us on any other Account You have with Us and to do so may convert to one currency any amount which is in a different currency.

### 10. Right to Change Fees and Commissions

- a. We may change the circumstances in which any of the fees on Your Account are charged, the amount of those fees and introduce additional fees in accordance with the "Changes" section of this Agreement.

### 11. Charges in a Foreign Currency

- a. If You carry out a Charge that is submitted to Us in a currency other than Euro, or if We receive a refund in a currency other than Euro, that Charge or refund will be converted into Euro using the American Express Exchange Rate (as described below). The conversion will take place on the date the Charge or refund is processed by Us, which may not be the same date on which You authorise the Charge or the date of the refund as it depends on when the Charge or refund was submitted to Us. If the Charge or refund is not in U.S. dollars, the conversion will be made through U.S. dollars, by converting the Charge or refund amount into U.S. dollars and then by converting the U.S. dollar amount into Euro. If the Charge or refund is in U.S. dollars, it will be converted directly into Euro.
- b. Unless a specific rate is either required by applicable law, or is used as a matter of local custom or convention in the territory where the Charge or refund is made (in which case We will look to be consistent with that custom or convention), You understand and agree that the American Express treasury system is based on interbank rates that it selects from customary industry sources on the business day prior to the processing date (called "American Express Exchange Rate"), to which a non-Euro transaction fee of 2.5% will be applied.
- c. When You make a Charge in a foreign currency, You may be given the option of allowing a third party (for example, the merchant) to convert the Charge into Euro before submitting it to Us. It is Your decision whether to use the third party currency conversion or not. If Charges are converted by third parties prior to being submitted to Us, any conversions made by those third parties will be at an exchange rate, and may include a commission or Charge, selected by them. You should check the fees and Charges before completing the Charge to ensure that You do not pay more than necessary. Since a Charge converted via the third party will be submitted to Us in Euro, We will not apply a non-Euro transaction fee.
- d. The American Express Exchange Rate is set daily between Monday and Friday, except Christmas Day and New Year's Day. You agree that any changes in the American Express Exchange Rate will be applied immediately and without notice. The rate charged is not necessarily the rate available on the date of Your transaction or refund as the rate applicable is determined by the date on which the Merchant or ATM operator, in the case of Cards which can be used at ATMs, submits a Charge or refund which may not be the date on which You authorise the transaction or a refund is made. Fluctuations can be significant. Information regarding currency conversion fees is available on Our website [www.americanexpress.com/fr/conversiondesdevises](http://www.americanexpress.com/fr/conversiondesdevises). You may also contact Us by phone to obtain the American Express exchange rate. The total cost of converting Your currency (we call this the "the Currency Conversion Charge") consists of the American Express Exchange Rate and the non euro transaction fee. Regulation requires Us to provide You with information to enable You to compare the cost of the Currency Conversion Charge with reference rates issued by the European Central Bank. This information can be found on Our website.
- e. You agree You are acting only for the purposes of Your trade, business or profession and acknowledge and agree that We are not required to send any notifications to You relating to currency conversion Charges, as required by Regulation (EU) 2019/518 on certain Charges applicable to cross-border payments in the European Union and currency conversion Charges.

### 12. Liability For Charges

- a. You and/or Your Company shall be liable to Us for all Charges in accordance with the liability type that is identified in the Application Form or that Your Company has otherwise agreed with Us in writing. Subject to the terms of the "Statements and Queries" and "Lost/Stolen Cards, Incorrectly Executed Transactions and Misuse of Your Account" sections of this Agreement:
  - i) "Full Corporate Liability" means Your Company shall be fully liable to Us for all Charges;
  - ii) "Combined Liability" means Your Company and You shall be jointly and severally liable for all Charges incurred by You; provided, however, that Your Company shall not be liable for Charges (a) incurred by You that are personal in nature and which did not accrue a benefit to Your Company or (b) for which Your Company has reimbursed You; and
  - iii) "Individual Liability" means that, except as otherwise expressly provided in this Agreement, You are liable to Us for all Charges (subject to availability).
- b. Regardless of the liability type or settlement option identified in the Application Form or that Your Company has agreed with Us in writing, You may be able to make settlement for Charges on Your Card.

### 13. Payment

- a. All Charges are due and payable to Us in full in euros on the date set out on Your monthly Statement.
- b. Any payment made in any currency other than euro, if accepted by Us, is converted into euro. This will delay the credit to Your Account and may involve the charging of currency conversion fees.
- c. Payments will be credited to Your Account when received, cleared and processed by Us. The time for payments to reach Us for clearing and processing depends on the payment method, system and provider used to make payment to Us. You must allow sufficient time for Us to receive, clear and process payments by the payment due date.
- d. We may, at Our discretion, accept late or partial payment in full or payment in settlement of a dispute. In so doing We do not lose or consent to vary any of Our rights under this Agreement or under the law.
- e. We will normally apply payments to Your Account firstly to the amounts that have appeared on Your Statement and secondly to amounts that have not yet appeared on Your Statement. For servicing, administrative, systems or other business reasons, We may apply payments to Your Account in some other order or manner that We may determine at Our discretion. You agree that We may do so in a way that is favourable or convenient to Us.
- f. We do not pay any interest on positive balances on Your Account.





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g. Any payment made by you, as the Cardmember, must come from a personal account established in Your name and held with a bank located in the SEPA (Single Euro Payments Area) zone. Any failure to do so may affect Your ability to use the Card.

### 14. Card is Our Property

The Card is only valid for the time period stated on the Card. Although You use the Card on Your Account, the Card remains Our property at all times. You may be asked to destroy the Card by cutting it up or returning the Card to Us or anyone We ask to take it on Our behalf, including Merchants. We may also inform Merchants that the Card is no longer valid.

### 15. Replacement Cards

- a. A Replacement Card will be sent to You if the Card is lost, stolen, damaged, cancelled, renewed or switched to a different card type. The Card may also be cancelled or no further Charges permitted without a Replacement Card being issued.
- b. You authorise Us to send You a Replacement Card before the current Card expires. You must destroy any expired Cards by cutting them up or returning them to Us. This Agreement as amended or replaced continues to apply to any Replacement Cards We issue.
- c. Please note that We do not provide Replacement Card information (such as Card number and Card expiry date) to Merchants.

### 16. Recurring Charges

- a. In order to avoid potential disruption of Recurring Charges and the provision of goods or services by the Merchant in the case of a Card being cancelled, You may wish to contact the Merchant and provide Your Replacement Card information or make alternate payment arrangements.
- b. Recurring Charges may be automatically charged to a Replacement Card without notice to You in which case You and/or Your Company (dependent on which liability structure is chosen for the Account, please see the "Liability for Charges" section of this Agreement) are responsible for any such Recurring Charges but please note that We are not obliged to provide Replacement Card information (such as Card number and Card expiry date) to Merchants.
- c. To stop Recurring Charges being billed to Your Account, You may wish to advise the Merchant in writing or in another way permitted by the Merchant.
- d. You may contact Us on the phone number at the back of Your card if You wish to cancel a Recurring Charge. You must notify Us no later than the close of business on the business day before the Recurring Charge is due to be made to the Merchant.
- e. If We permit, You may allow Us or Our agent to enrol You with a Merchant for Recurring Charges. You will remain responsible to make other payment arrangements until the Recurring Charges begin to be applied to Your Account.

### 17. Acceptance of Charges by Us

- a. We may require Charges to be approved by Us before they are accepted by a Merchant.
- b. Each Charge is approved based on the expense level and payment history of all of Your and/or Your Company's Accounts established with Us, as well as on Your payment history with other financial institutions and Your personal resources and income known by Us.
- c. Even though Your Account may not be in default, We may refuse any request for approval of a Charge, on reasonable grounds for example where We suspect unauthorised, improper and/or fraudulent use, due to technical difficulties, security concerns, unusual spending behaviour, increased risk that You and/or Your Company may not be able to pay Your Account in full and on time (including without limitation, exceeding limits that We impose on Your Company's outstanding obligations to Us such as global credit limits that apply to some or all Cards), late payment, problems reported by the credit reference agency or if the use of the Card is prohibited pursuant to the 'Prohibited Uses' section of this Agreement. Where possible, We may provide You, at Your request, Our reasons for any refusal for approval. You may contact Us on the telephone number indicated on the reverse of Your Card or via Our website, [americanexpress.fr](https://americanexpress.fr).

### 18. Use of Personal Information

The following terms apply to the processing of Your Data Further information relating to the processing of personal data and the rights linked to this processing is available in the "Personal Data Protection Policy for Corporate Cardmembers" which You will find in the "Privacy Center" section of Our website [americanexpress.fr](https://americanexpress.fr) (link located at the bottom of the page).

- a. To the extent necessary, We may (1) exchange information about You (including Your personal data), Your Account and Charges on Your Account (including details of goods or services purchased) ("Data") within the American Express Entities, including their agents, processors and suppliers; to Your Company (including the Programme Administrator) or its Affiliates, including their agents and processors; to any party authorized by You; to Your bank, building society or payment card issuer; to local regulatory authorities; to companies who distribute the Card; to any other party whose name or logo appears on the Card; and to Merchants used by You, and/or (2) otherwise process Your Data (including profiling), in each case in order to administer and service Your Account or the AIR FRANCE - AMERICAN EXPRESS Corporate Card programme, process and collect Charges on it and manage any benefits, insurance, travel or other corporate programmes in which You or Your Company are enrolled, or for security, anti-fraud and regulatory purposes.
- b. American Express Entities, other companies and appointed processors specifically selected by Us will have access to and may process the Data (including profiling) to develop lists to allow Us to make relevant offers to You (by mail, e-mail, telephone or via the internet), provided that You have opted in to it where required. We may (i) anonymise the Data (ii) consolidate the Data from various American Express Entities and/or (iii) aggregate Your Data and other Cardmembers' data in order to manage, maintain and develop Our overall relationship with You. The Data used to develop these lists may be obtained from the Application Form and process, from the Charges on the Card, from surveys and research (which may involve contacting You by mail, e-mail, telephone or via the internet provided that You have opted in to it where required) and other sources such as Merchants or marketing organisations.
- c. Recognising that the Card is only to be used for business purposes We may use information about You, Your Account and Charges made using the Card, to prepare reports and statistics to enable Your Company to uphold an effective administration and procurement policy, as well as in order to fulfil contractual obligations towards Your Company, this may also include information on outstanding debt. Such reports and statistics may be made available to Your Company (including the Programme Administrator and designated employees) or its Affiliates, including their agents and processors for the purposes of administration of the AIR FRANCE - AMERICAN EXPRESS Corporate Card programme and includes detailed information per transaction like Your name, Card number, transaction descriptions (including for example dates, values and currencies), information on Merchant and Merchant industry.
- d. In order to enable the use of the card internationally and to manage Your Card Account as well as Your potential participation to optional program(s), adapt Our commercial action to Your needs, Your personal data including details of Your Charges and the nature of the goods and services purchased could be transferred on a confidential basis within the American Express group, to partners and service providers. Data could also come from studies or surveys (for which We can contact You) or from external sources such as Our partners. Your personal data can be forwarded and processed outside the European Union, including in the United States, where the data protection laws are less comprehensive than the European union laws. When You travel or when You make purchases abroad, by mail, by phone or by internet, We could transfer or



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access Your data outside the European Union, where the data protection laws are less comprehensive than European Union laws. In this case, American Express takes the appropriate measures to ensure the same level of protection in each country where such data is transferred.

- e. We are entitled to communicate any payment default on Your Card Account to any public or private entity (credit bureau, lawyer, collection agency...) allowed to centralize such data.
- f. We can control or record directly or through a service provider the phone conversation We have with You in order to ensure service quality, training of Our employees and monitoring of Your Account.
- g. We may undertake all of the above both within and outside the European Union ("EU"). This includes processing Your information in the USA in which data protection laws are not as comprehensive as the EU.
- h. We will process Your Data as set out above either where You consent to those specified purposes, to comply with a legal or contractual obligation, or because it is necessary for the purposes of Our legitimate interests. You may also be entitled to restrict how We use Your Data and You may also be able to object to Your Data being used. Where You have consented to Us using Your Data, You may withdraw that consent at any time. You may also have the right to receive information about You in a way that can be "ported" elsewhere. Additional information regarding the processing of information, and the rights arising from this processing, can be found in the "Personal Data Protection Policy for Corporate Cardmembers" which You will find in the "Privacy Center" section of Our website: [americanexpress.fr](https://americanexpress.fr) (link located at the bottom of the page). If You wish to opt-out of marketing programmes, We recommend You update Your privacy preferences by logging in to [americanexpress.fr](https://americanexpress.fr). Alternatively, You can write to Us at American Express Carte-France - Immeuble Voyager, 8-10 Rue Henri Sainte-Claire Deville, CS 60182, 92506 Rueil Malmaison Cedex.
- i. We keep Data about You only for so long as is appropriate for the above purposes or as required by applicable law.
- j. In order to comply with its anti-money laundering and counter terrorism financing obligations, and to apply financial sanctions, American Express is monitoring its clients and the card members' transactions. We also inform You that, in accordance with article L561-45 CMF, the data processing related to American Express' obligations of vigilance towards its clients and suspicious activity reporting is subject to an indirect access right procedure.
- k. In accordance with Our regulatory obligations defined in particular in the article R 561-12 of the Monetary and Financial Code, We are required to identify and verify the identity of any person who wishes to open an Account. This vigilance applies not only when creating the Account but also throughout the business relationship. We may close a Card Account or refuse to issue a Card due to an identification problem.

### 19. Insurance

You may benefit from insurance taken out by Us with third party insurance providers. The continuing provision, scope and terms of the insurance benefits may be changed or cancelled by Us or the third party insurance provider at any time during the term of this Agreement. Wherever possible, We will give You or Your Company at least sixty (60) day's advance notice of any detrimental changes to or cancellation of the insurance benefits.

### 20. Communicating With You

- a. Communications will be made available to You by post, e-mail, SMS, insertion of the relevant note in the Statement (or Statement insert) or via the Online Statement Service or through links on webpages accessible via the Online Statement Service or any combination of these and You agree that it is Your responsibility to access all such Communications. You must maintain a valid mailing address and phone number in Our records for Your Account (except otherwise stated). You also agree that We may communicate with You via Your Company or Programme Administrator by post, e-mail, SMS, insertion of the relevant note in the Statement (or Statement insert) or via the Online Statement Service (or through links on webpages accessible via the service) that We may establish from time to time, in which case a Communication to Your Company or Programme Administrator about the Card, Account or this Agreement will be deemed to be a notification from Us to You.
- b. Where the Card is subject to "Full Corporate Liability" as described in the "Liability for Charges" section of this Agreement and Your Company is responsible for centrally settling payment of Your Account with Us directly, We may give notice of changes to Our AIR FRANCE - AMERICAN EXPRESS Corporate Card programme to Your Company on Your behalf and not to You personally.
- c. You must keep Us up to date with Your name, email addresses, postal mailing address and phone numbers and other contact details for delivering Communications under this Agreement. We shall not be responsible for any fees or Charges or any other damage suffered by You, if You fail to inform Us about any changes to such contact details.
- d. You must inform Us of any changes to other information previously provided to Us such as information You provided when You applied for Your Account. You also agree to give Us any additional information We reasonably request.
- e. All electronic Communications that We provide including Statements will be deemed to be received on the day that We send the notification e-mail or post the Communication online even if You do not access the Communication on that day.
- f. If We have been unable to deliver any Communication or a Communication has been returned after attempting to deliver it via an address or telephone number previously advised to Us by You or the Programme Administrator, We will consider You to be in material breach of this Agreement and may stop attempting to send Communications until We receive accurate contact information. Our action or inaction does not limit Your obligations under this Agreement. All deliveries to the address most recently stated to Us are considered to have been delivered to You.
- g. Your Company may provide Us with Your contact details including Your telephone number(s), e-mail and home address for the purposes of managing Your Account.

### 21. Complaints and Problems with goods and services purchased

- a. If You have a complaint or problem with a Merchant or any goods or services charged to Your Account, You and/or Your Company (dependent on which liability structure is chosen for the Account, please see the "Liability for Charges" section of this Agreement) must still pay all Charges on Your Account and settle the dispute directly with the Merchant.
- b. If You have a complaint about Your Card Account or the payment service that You received from Us, please contact Our Customer Services Team at American Express Carte-France - Immeuble Voyager, 8-10 Rue Henri Sainte-Claire Deville, CS 60182, 92506 Rueil Malmaison Cedex. Details about Our claims procedures are available upon request.
- c. In exceptional cases, for personal expenses, if You as an individual not acting for professional needs are unable to resolve Your complaint with Us and have received a final response from Us confirming this, You may be entitled to refer it to the Financial Ombudsman Service : ASF – 24 avenue de la Grande Armée – 75884 Paris Cedex 17.
- d. We do not use any third party dispute resolution service to resolve complaints made under this Agreement. All complaints will be dealt with in accordance with Our internal complaints handling procedures and You will receive a final response from Us confirming Our response to Your complaint.

### 22. Lost/Stolen Cards, Incorrectly Executed Transactions and Misuse of Your Account

- a. You must tell Us immediately by telephone at 01 47 77 72 00 if:
  - i) a Card is lost or stolen;
  - ii) You know a Card or Replacement Card has not been received;
  - iii) You suspect that someone else has learnt a Code;



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- iv) You suspect that Your Account is being misused or a Charge has not been authorised;
- v) You suspect that a Charge has been processed incorrectly;
- vi) Your Card is used for a contactless or digital wallet technology Charge without Your authorisation;
- vii) You discover, after reviewing Your Statement, that a Recurring Charge has been charged to Your Account which You previously requested the Merchant or Us to cancel.
- b. If a Card is reported lost or stolen We will cancel the Card and issue a Replacement Card. If a lost or stolen Card is later found, it must not be used and must be cut in two and destroyed immediately.
- c. You or Your Company's maximum liability for any unauthorised Charges on the Card resulting from the loss or theft of the Card, is €50 unless You:
  - i) did not comply with this Agreement (including the 'Use of the Cards/ Codes' section) intentionally or because You were grossly negligent. For example if You fail to take reasonable steps to keep the Card's security features safe; or
  - ii) have acted fraudulently. For example, if You gave the Card and/or Codes to another person to use, then You may be liable for the full amount of any unauthorised Charges.
- d. Provided You have not acted fraudulently, then You will not be liable to Us for any unauthorised Charges once You have notified Us.
- e. You agree to cooperate with Us, including giving Us a declaration, affidavit and/or a copy of an official police report, if We ask. You also agree that We may provide information to the authorities.
- f. If there are errors in a transaction and this is Our fault, We will reverse the Charge and restore Your Account as if the transaction had not taken place. We reserve the right to resubmit the correct transaction amount.
- g. If upon contacting Us, You wish to dispute a transaction, We will initiate an inquiry and place a temporary credit on Your Account in the amount of the transaction. Once investigations are complete, We will adjust Your Account accordingly.
- h. In the event that We suspect any suspected or actual fraud has been carried out on Your Card or that there is any security threat to Your Card, including the circumstances set out in this section, We will contact You using the contact details You have provided to Us.

### 23. Refunds for Authorised Transactions

- a. This section only applies to Charges at Merchants in the European Economic Area.
- b. You can request a refund for a Charge if at the time that You agreed to the Charge, You did not know the exact amount of the transaction and the amount which appears on Your Statement is greater than the amount You reasonably expected.
- c. You must submit Your request for a refund within eight (8) weeks from the Statement date on which the Charge applies.
- d. We will investigate Your request for such a refund, taking into consideration Your recent spending behaviour and all relevant circumstances related to the Charge. You must give Us all the information We reasonably require about the circumstances of the Charge and We may give this information to other companies or people investigating the matter.
- e. We will within ten (10) business days of Us receiving from You complete information and documentation about Your dispute including information We may require confirming that Your dispute relates to a Charge falling within this section, either provide a refund or an explanation for Our refusal to do so. We reserve the right to adjust Your Account accordingly.

### 24. Limitation of Our Liability

- a. Nothing in this Agreement shall limit or exclude any liability (and no limitation or exclusion of liability shall apply to any liability) of any party:
  - i) for death or personal injury caused by the negligence of a party or its employees, agents or subcontractors;
  - ii) for any fraud or fraudulent misrepresentation; and
  - iii) to the extent such limitation or exclusion is not permitted by applicable law.
- b. Subject to (a) above, We will not be responsible or liable to You or Your Company or any third party for any loss or damage arising, whether in contract, or otherwise in relation to:
  - i) delay or failure by a Merchant to accept a Card, the imposition by a Merchant of conditions on the use of the Card or the manner of a Merchant's acceptance or non-acceptance of the Card;
  - ii) goods and/or services purchased with the Card or their delivery or non-delivery;
  - iii) failure to carry out Our obligations under this Agreement if that failure is caused by a third party or because of an event outside Our reasonable control, including but not limited to, a systems failure, data processing failure, industrial dispute or other action outside Our control; and
  - iv) defects or faults in relation to ATMs.
- c. Subject to (a) above, We will not be responsible or liable to You or Your Company or any third party under any circumstances for any:
  - i) loss of profit, interest, goodwill, business opportunity, business, revenue or anticipated savings;
  - ii) losses related to damage to the reputation of You or any member of Your Company; or
  - iii) any indirect, special, punitive or consequential losses or damages, even if such losses were foreseeable and notwithstanding that a party had been advised of the possibility that such losses were in the contemplation of the other party or any third party.

### 25. Changes

- a. We may change any provision of this Agreement including (i) any fees and Charges applicable to Your Account and introduce new fees and Charges or change the circumstances in which they are applied and (ii) the services We provide to You, from time to time.
- b. We will give You at least two (2) months notice in advance of any changes. You will be deemed to have accepted the changes unless You notify Us in writing prior to the date on which the changes will take effect that You do not accept the changes. If You do not accept any changes to this Agreement, You can terminate Your Account and at no cost before the date on which the changes will take effect.
- c. You will be liable for all Charges (including fees and late payment fees) up to the date Your Account is closed.
- d. If We have made a major change or many minor changes in any one year, We may make available to You an updated copy of this Agreement or a summary of the changes.

### 26. Suspension

- a. We may immediately stop or suspend You from using any Card and/or Your Account on reasonable grounds related to:
  - i) the security of the Card or the Account;
  - ii) if We suspect unauthorised and/or fraudulent use based on, for example, a finding of suspicious transactions upon analysis of transaction data and loss events or in the event credit institutions or the police inform Us of fraud cases or data breaches at third parties which may have compromised Account data or there is information that data has been tapped;



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- iii) a significantly increased risk that You and/or Your Company (as applicable) may not be able to pay Us any amounts due under this Agreement in full and on time. In these cases We may notify You before We stop or suspend use or immediately afterwards. We will, where possible, tell You the reasons for Our decision. Please refer to the "Communicating with You" section of this Agreement for details of how We will tell You.
- b. For the avoidance of doubt, the Agreement will continue in effect notwithstanding the suspension of any Card or Account, and subject to the "Liability for Charges" section of this Agreement You and/or Your Company (as applicable) will be responsible for all Charges as set out in this Agreement and for complying with the terms and conditions of this Agreement.
- c. We will remove the suspension on the Card or Account when the reasons for the suspension have ceased to exist. You may tell Us by telephone, using the telephone number listed on Our website [americanexpress.fr](http://americanexpress.fr) or other contact information set out in the "Lost/Stolen Cards, Incorrectly Executed Transactions and Misuse of Your Account" section of this Agreement when You believe the reasons for the suspension have ceased to exist.

### 27. Default

- a. We may treat Your Account as being in default at any time in the event that You and/or Your Company (dependent on which liability structure is chosen for the Account, please see the "Liability for Charges" section of this Agreement) fail to comply with the obligations under this Agreement in particular in case of a problem of identification (article 18 k), or in case of a failure to make any payment when it is due or if any form of payment is returned or not honoured in full.
- b. We may also consider Your Account to be in default at any time if any statement made by You and/or Your Company to Us in connection with Your Account was false or misleading, You and/or Your Company breach any other agreement that You and/or Your Company may have with Us or with any of Our Affiliates, or if bankruptcy or other creditor proceedings are threatened or initiated against You and/or Your Company or We have any reason to believe that You and/or Your Company may not be creditworthy.
- c. The inclusion of previously billed minimum payments and/or any portion of dishonoured payments shown on a Statement will not constitute a waiver by Us of any default.
- d. In the event of any default, You and/or Your Company (dependent on which liability structure is chosen for the Account, please see the "Liability for Charges" section of this Agreement) will also be responsible for all reasonable costs incurred by Us or Our agents including collection, collection agency and legal adviser fees and costs, in recovering any amounts unpaid and in protecting ourselves from any harm We may suffer as a result of the default.

### 28. Multi Miles Programme

You may enroll in the Multi Miles Program unless Your Company has chosen not to participate. If You enrol, You agree to comply with the Multi Miles Programme Terms and Conditions, including any fees for participation in the Multi Miles Program. You earn Flying Blue Miles for every euro spent with the AIR FRANCE - AMERICAN EXPRESS Corporate Card. For expenses made with Our preferred partners, You earn 15 Miles for every €10 spent.

### 29. Contactless and Digital Wallet Technology

Cards issued on the Account may be equipped to enable contactless payments. Contactless payments enable You to incur Charges by simply holding Your AIR FRANCE - AMERICAN EXPRESS Card against a card reader without having the Card swiped or imprinted. We may deactivate contactless payments at any time. We may permit You to use mobile or other digital wallet technology (provided by a third party or by any of Our Affiliates) to request Charges. Use of the digital wallet technology may be subject to further terms of use, but this Agreement still applies to any Charges You request using such technology.

### 30. Transfer of Claims

- a. Although We may have no obligation to do so, if We credit Your Account in relation to Your claim against a third party such as a Merchant, You are automatically deemed to have assigned and transferred to Us, any rights and claims (excluding tort claims) that You have, had or may have against any third party for an amount equal to the amount We credited to Your Account. You hereby give consent in advance to such assignment, without any further notification being required.
- b. After We credit Your Account, You agree not to pursue any claim against or reimbursement from any third party for the amount that We credited to Your Account.
- c. You agree to cooperate with Us if We decide to pursue a third party for the amount credited. Cooperation includes signing any documents and providing any information that We require and permitting Us to share such information with third parties (including, without limitation, Your Data). Crediting Your Account on any occasion does not obligate Us to do so again.

### 31. You May Close Your Account

- a. You or Your Company on Your behalf may end this Agreement at any time. If You do not wish to be bound by this Agreement, please destroy or return the Card to Us and inform Us that You wish to cancel the Card and end this Agreement.
- b. Any annual fees paid in respect of the year in which Your Account is closed will, subject to the "Payments" section of this Agreement, be returned to Your Account taking into consideration the length of time until Your next Card Anniversary Date.

### 32. We May Close Your Account or Cancel Any Card

- a. We can end this Agreement or cancel any or all Cards by giving You two (2) months written notice. We can end this Agreement immediately if You have broken this Agreement or if Your employment with Your Company is terminated or a decision is taken to terminate Your employment. If We take such action, You and/or Your Company (dependent on which liability structure is chosen for the Account, see the "Liability for Charges" section of this Agreement) will still be obligated to pay all amounts owing on Your Account.
- b. This Agreement will end immediately and automatically upon termination of the agreement between Your Company and Us pursuant to which this Agreement has been entered into. We shall not be responsible for notifying You of the termination of the agreement between Your Company and Us. It is Your Company's duty to inform You of termination of the agreement entered into between Your Company and Us.
- c. We may decline to renew the Card issued to You without notice where You have not used it for a period of at least twelve (12) months. If this happens, this Agreement will not automatically terminate. You may request that We issue You a new Card within twelve (12) months of the expiry of the Card under this section. If You do not request a new Card within this time, We will close Your Account and this Agreement will terminate. If We do so, We will notify You at least two (2) months prior to cancellation.

### 33. Consequences of any Termination

- a. If this Agreement ends for any reason, You and/or Your Company (dependent on which liability structure is chosen for the Account, see the "Liability for Charges" section of this Agreement) must pay all money You owe Us immediately, including unbilled Charges that may not be shown on Your last Statement. We will only close Your Account when You and/or Your Company have paid off all amounts You owe Us.





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b. You and/or Your Company (dependent on which liability structure is chosen for the Account, see the "Liability for Charges" section of this Agreement) will continue to be responsible for all Charges made using Your Account until You and/or Your Company (as applicable) has paid off all amounts You and/or Your Company (as applicable) owe Us and Your Account is no longer used.

### 34. No Waiver of Our Rights

If We fail to exercise any of Our rights under this Agreement, this will not be a waiver of Our rights and will not prevent Us from exercising them later.

### 35. Assignment

- a. We may assign, transfer, sub-contract or sell Our rights, benefits or obligations under this Agreement at any time to any of Our Affiliates or to an unaffiliated third party. We may do this without giving You notice beforehand.
- b. Your rights under this Agreement and Your legal rights will not be affected.
- c. If We do so, or intend to do so, You agree that We can give information about You and Your Account to the third party or related party.
- d. You are not entitled to transfer all or any part of Your rights or obligations under this Agreement to a third party.

### 36. Severability

If any provision of this Agreement conflicts with any applicable law or regulation, that provision will be deemed to be modified or deleted so as to be consistent with law or regulation. This will not affect the parties' obligations which will continue as amended.

### 37. Governing Law and Exchange Control

- a. This Agreement is governed by the laws of France and the courts of France shall have jurisdiction over all parties to the Agreement. However, where You have liability under this Agreement, You agree that We can carry out collection proceedings in any country where You may be living.
- b. You are responsible for keeping to any exchange control regulations or the local regulations if they apply to use of the Card and Account.
- c. American Express Carte-France is subject to the control of the Autorité de Contrôle Prudentiel et de Résolution (4, place de Budapest CS 92459 75436 PARIS CEDEX 09). The list of certified companies is accessible on the internet site of Bank of France, <http://www.banque-france.fr>.
- d. American Express Carte - France is registered at Organisme pour le Registre des Intermédiaires en Assurance under number 07023512 (<http://www.orias.fr>) as an insurance intermediary and is subject to the control of the Autorité de Contrôle Prudentiel et de Résolution (4, place de Budapest CS 92459 75436 PARIS CEDEX 09).

### 38. Taxes, Duties

You and/or Your Company must pay any government tax, duty or other amount imposed by law in any country in respect of the Card, any Charge on Your Account or any use of the Account by You.