



**Enterprise Incident Response Program**  
 merchant data incident- initial notice form

*please fill out the following information as soon as possible. to ensure timeliness, leave any unknown fields blank. report the incident ASAP by sending this form via e-mail to the American Express Enterprise Incident Response Program (EIRP) at [EIRP@aexp.com](mailto:EIRP@aexp.com).*

Date of Initial Notice:	
<b>Contact Information</b>	
<b>Merchant Contact Information</b>	<i>Complete this section with the information for the party who experienced a data compromise.</i>
Merchant Name:	Contact Name:
DBA:	Contact Title:
Merchant Address:	
Phone Number:	E-mail Address:
<b>Data Incident Information</b>	
What type of protected data is potentially affected? (Check all that apply)	
<input type="checkbox"/> Card Account Number	<input type="checkbox"/> E-mail Address
<input type="checkbox"/> Track 1 Data	<input type="checkbox"/> Track 2 Data
<input type="checkbox"/> Name	<input type="checkbox"/> Date of Birth
<input type="checkbox"/> Social Security Number	<input type="checkbox"/> Other <input type="text"/>
<input type="checkbox"/> PIN Number	<input type="checkbox"/> Address
<input type="checkbox"/> Passwords	<input type="checkbox"/> Driver's License Number
<input type="checkbox"/> Expiration Date	<input type="checkbox"/> CID
Date breach discovered:	Date the breach occurred:
<b>Description of Event:</b> What happened? <i>Please give as much detail as possible.</i>	
Was a forensics auditor engaged? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Pending	
Did you notify any of your customers? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, were any of those customers American Express Cardmember(s): <input type="checkbox"/> Yes <input type="checkbox"/> No	
<i>If yes, please attach a copy of your notification along with this form in the email to EIRP.</i>	
Has the data incident been disclosed publicly? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Pending If yes, through which medium? <input type="checkbox"/> Press release <input type="checkbox"/> Media report <input type="checkbox"/> Disclosure on your website <input type="checkbox"/> Other <input type="text"/>	
Was a law enforcement agency contacted or involved? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please list the agency's contact information: Name: _____ Agency: _____ Phone Number: _____ Report/Case Number: _____	
<b>Contact Information</b>	
If you know or suspect that a data compromise has occurred, contact the American Express Enterprise Incident Response Program (EIRP) team by completing this form and emailing it to <a href="mailto:EIRP@aexp.com">EIRP@aexp.com</a> . An incident response manager may be in contact with you to gather further details, so please be prepared to provide full details and be responsive to the manager's requests. The manager will coordinate with you how to securely transfer the data suspected to be compromised (e.g. card/bank account numbers, etc.) to American Express.	
<b>Please Note:</b> For added security, all correspondence relating to the incident will be sent from an incident response team member from the address: <a href="mailto:EIRP@aexp.com">EIRP@aexp.com</a> .	