

AMERICAN EXPRESS CORPORATE CARD

KEY FACT STATEMENT

This Key Fact Statement contains important aspects of your Card, such as rate of interest, quantum of charges, and more. Please read this along with the American Express Corporate Cards Most Important Terms & Conditions, which can be found on americanexpress.com/in/legal/most-important-terms-conditions-agreements.html

A) FEES AND CHARGES

- i) **Joining Fees and annual membership fees:** Joining fee isn't applicable for Corporate Cards. Annual membership fee may be charged every year as mentioned below:

Description of charges*	Standard fees (Amount)
Corporate Card Annual Fee	American Express Platinum Corporate Card = ₹40,000 American Express Gold Corporate Card = ₹3,100 American Express Green Corporate Card = ₹2,100 American Express Corporate Purchasing Card = ₹2,100 American Express Business Travel Account = NIL
Membership Rewards® Fee	NIL (Individual enrolment in the Membership Rewards Programme is subject to company enrolment)

- ii) **Cash Advance Fee:** Standard transaction fee of 3.5% of withdrawal amount.

iii) Service charges levied for transactions

Description of charges*	Standard fees (Amount)
Cheque Return Fee	₹150 per returned instrument
Duplicate Statement Request	₹100 per statement for statements older than 3 months
Record of Charge retrieval fee	₹100 per retrieval
Surcharge on Purchase of Railway Ticket	1.8% per transaction subject to a minimum of ₹10 if booked online (IRCTC)
Surcharge/Convenience Fee on Fuel Purchase	Surcharge/Convenience Fee on Fuel Purchase at fuel stations owned by: <ul style="list-style-type: none"> Public Sector (except HPCL) - 1% of transaction amount per transaction subject to a min of ₹10. Private Sector (Shell, Adani, Essar etc.) - 2.5% of transaction amount per transaction subject to a min of ₹10. HPCL - 0% for all transaction less than ₹5,000 and 1% of transaction amount for all transactions on and above ₹5,000.
Foreign Currency Transaction	3.5% foreign exchange conversion mark-up
Convenience Fee on payments to Government Receipt Accounting System (GRAS)	For all payments to GRAS through SBI ePay**, the following Convenience Fee will be applicable: American Express will charge: <ul style="list-style-type: none"> INR 1 - INR 90,00,000: 0.94% • INR 90,00,001 or above: 0.99% SBI ePay will charge: <ul style="list-style-type: none"> INR 1 - INR 90,00,000: 1% INR 90,00,001 or above: 0.87% (inclusive of taxes)

*Please Note: GST or any other taxes as applicable.

****Please note that American Express and State Bank of India will not be responsible for any dispute(s) on payments made to GRAS through SBI ePay. The Company and/or the Cardmember shall raise and settle all such disputes/issues/concerns directly with GRAS.**

iv) Interest free (grace) period: Interest Charges are not applicable for Corporate Cards. Cardmember can enjoy up to maximum of 51 days of free credit period unless otherwise agreed. **Sample Illustration:** Transaction date: 2 June, Billing Cycle date: 1st of every month, Payment due date: 22 July, Interest free period = 2 June – 22 July = 51 days.

v) Finance charges (for revolving credit & cash advances) and Overdue interest charges(monthly & annual): Not applicable

vi) The Bank shall report a corporate card account as 'overdue' to credit information companies (CICs) and levy late payment charge when a charge card account doesn't receive full payment by due date for more than three days unless specifically agreed otherwise between AEBC and corporate customers and/or corporate Cardmembers.

vii) Charges in case of default: 3.5% of the outstanding balance, subject to a minimum of INR 100. **Sample illustration:** A Cardmember has a total amount due of ₹12,000 payable by Due Date. If the Cardmember does not pay this full amount by the Due Date, the Delinquency Fee that will appear in the next month's Statement of account will be: $3.5\% \times 12,000 = ₹420$. Thus, the Cardmember would be charged ₹420, which is the Delinquency Fee payable. If the Cardmember does partial payment by the Due Date, that will be adjusted with the total outstanding on which the Delinquency Fee will be levied and Delinquency Fee that will appear in the next month's Bill Statement will be calculated as: Total Outstanding ₹ 12,000, payment made ₹ 2,000 by due date, Delinquency Fee = $3.5\% \times (\text{₹ } 12,000 - \text{₹ } 2,000) = 3.5\% \times \text{₹ } 10,000 = ₹ 350$

B) DRAWAL LIMITS

i) Credit Limit and available credit limit: Corporate Cardmembers are required to check the credit limits with their Company.

ii) Cash Withdrawal Limit: Cardmembers may use the Card to withdraw cash from select ATMs overseas, subject to authorization from the Company. Corporate Cardmembers may access INR equivalent to USD 1000 every 15 days or as specified as per Company limits. Please note that the finance charges on cash advances are levied from the very next day.

C) BILLING

i) Billing Statements - periodicity and mode of sending: Monthly statements will be issued if there is any activity or balances outstanding on the Card Account. These statements are sent through email or courier or regular post to Cardmembers, who may also view the statements on americanexpress.co.in

ii) Minimum Amount Payable: Corporate Cardmembers are required to pay the full amount as shown in the Statement of Account by the payment due date.

iii) Method of Payment: Payments can be made in Indian Rupees by the due date via any of these methods: National Electronic Funds Transfer (NEFT), Direct Debit, RUPAY/UPI/UPI QR Code, Crossed Cheque / Draft or Online at americanexpress.co.in

iv) Billing Disputes Resolution: Billing discrepancy/queries to be communicated either in writing or calling our 24-hour Corporate Services Helpline numbers within 60 days of receipt of the statement. Such disputes shall be closed within 30 days of receipt.

v) Complete postal address of Card-issuer: American Express Banking Corp., Cyber City, Tower C, DLF Bldg. No. 8, Sector 25, DLF City Ph II, Gurgaon –122002, Haryana, India

vi) Toll free number, email address and contact details of Grievance Redressal Official:

Should the Cardmember require any assistance, the 24 hours call center of American Express can be contacted at these numbers: 1800-419-1222 (Toll-free) or 0124-673 6999.

Grievance Redressal Official

First Level Escalation:

Manager - Executive Correspondence Unit
American Express Banking Corp. Cyber City,
Tower C, DLF Bldg. No.8 Sector 25, DLF City
Ph II Gurgaon – 122002 (Haryana)
Telephone No. 0124-670 2523
(Monday to Friday 8:30 am to 5:00 pm)
Email: Manager-Customerservicesindia@aexp.com

Second Level Escalation:

Ms. Priyameet Kaur
Head of Customer Service American Express
Banking Corp. Cyber City, Tower C, DLF Bldg.
No.8 Sector 25, DLF City Ph II
Gurgaon – 122002 (Haryana)
Telephone No. 0124-670 2527
(Monday to Friday 8:30 am to 5:00 pm)
Email: Head-Customerservicesindia@aexp.com

Nodal Officer Name: Ms. Garima Chandel

E-mail ID: AEBCNodalOfficer@aexp.com

Telephone no: 0124-670 263 (Monday to Friday 8:30 am to 5:00 pm)

Address: American Express Banking Corp. Cyber City, Tower "C", DLF Bldg. No.8, Sector - 25, DLF City Phase – II, Gurgaon – 122002 (Haryana)

Principal Nodal Officer Name: Mr. Ashish Pandey

E-mail ID: pnoindia@aexp.com

Telephone no: 0124-6702638

(Monday to Friday 8:30 am to 5:00 pm)

Address: American Express Banking Corp.

Cyber City, Tower "C", DLF Bldg. No.8, Sector - 25, DLF City Phase - II,
Gurgaon - 122002 (Haryana)