



# Credit Counseling

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At American Express we truly believe in providing best of class services to our customers. Our Credit Counseling program aims at guiding customers in order to help them to improve financial understanding, have control on their finances and organize financial commitments.

Any customer of American Express, who wishes to avail Credit Counseling, on a voluntary basis, can approach our Counselors to seek guidance. The services of the Credit counselors are available free of cost.

Our Credit Counselors are trained professionals, who will provide valuable advice to help you maintain your financial health and well-being. The Counselors will help relieve your stress, provide guidance and work with you to take informed decisions on various options of the efficient use of your current income to satisfy financial obligations. What are the benefits to the customers?

- Access to trained professionals to seek valuable financial guidance to manage finances;
- Learn about your obligations for financial products - Analyze and assess your financial situation;
- Work with you to develop a plan to improve your situation;
- Counseling sessions are held on one to one basis in confidential environment; and
- Counseling is absolutely free

The various channels through which customers can contact our Credit Counselors are listed below:

## Contact details

Counselor Name: Akash Kumar

Silaris Informatons Private Limited

A 14/3 Naraina Industrial Area, Phase II

New Delhi - 110028

Phone Number - +911139267039

e- mail id: Counseling.services@silaris.in

10:00 am to 6.30 pm (Monday to Friday)