

KEEPING YOUR CARDMEMBERS SAFE ONLINE.

AMERICAN
EXPRESS

New regulations around Strong Customer Authentication (SCA) are on the way to protect your Cardmembers online.

We're asking your Cardmembers to keep their contact details (mobile number and email address) up-to-date so that we can seamlessly verify future transactions and logins to online accounts.

From now on, your Cardmembers will regularly receive a one-time verification code by text or email to ensure that their online activities run smoothly. It is therefore important that the contact details of your Cardmembers are up-to-date.

These changes currently apply to all American Express Cards, including Corporate Cards and Corporate Meeting Cards.

WHAT CARDMEMBERS WILL BE ASKED TO DO:



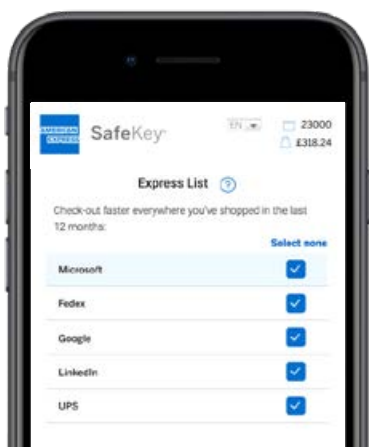
UPDATE THEIR MOBILE NUMBER AND EMAIL ADDRESS

Then we can send them one-time verification codes when they buy online or log in to online accounts.



MAKE SURE THEY KNOW THEIR PIN

Every so often we may ask them to enter their PIN when paying by contactless.



We're also making their lives easier with Express List.

If your Cardmembers add webshops they frequently make purchases at to their Express List online, we'll be sending them fewer one-time verification codes, unless we need to make sure it's them.

For more information please visit www.americanexpress.nl/sca