

Singapore-issued American Express Cards

For Cardmember queries, please ask Cardmember to refer to the back of their Card for the number to call to speak to a Customer Service Representative.



The American Express Centurion Card



The American Express Platinum Card



The American Express Gold Charter Card



The American Express Gold Charge Card



The American Express Green Charter Card



The American Express Green Charge Card



The American Express Platinum Reserve Credit Card



The American Express Platinum Credit Card



The American Express Gold Credit Card



The American Express Blue Credit Card



The American Express Rewards Credit Card



The American Express Singapore Airlines Solitaire PPS Credit Card



The American Express Singapore Airlines PPS Club Platinum Credit Card



The American Express Singapore Airlines KrisFlyer Gold Credit Card



The American Express Singapore Airlines KrisFlyer Blue Credit Card



The American Express CPA Australia Platinum Credit Card




The American Express CPA Australia Gold Credit Card


American Express
Customer Service:
1800 299 1997



The American Express Gold Corporate Credit Card



The American Express Green Corporate Credit Card



The American Express Gold Business Card

Corporate Cards
Customer Service
1800 732 2566



Treasures Black Elite American Express Card



DBS Altitude American Express Card



DBS Black American Express Card



DBS Takashimaya Platinum American Express Card

DBS
Customer Service:
1800 111 1111



UOB PRIVI American Express Card



UOB Preferred Platinum American Express Card

UOB
Customer Service:
1800 352 5222

Accurate as of February 2012.

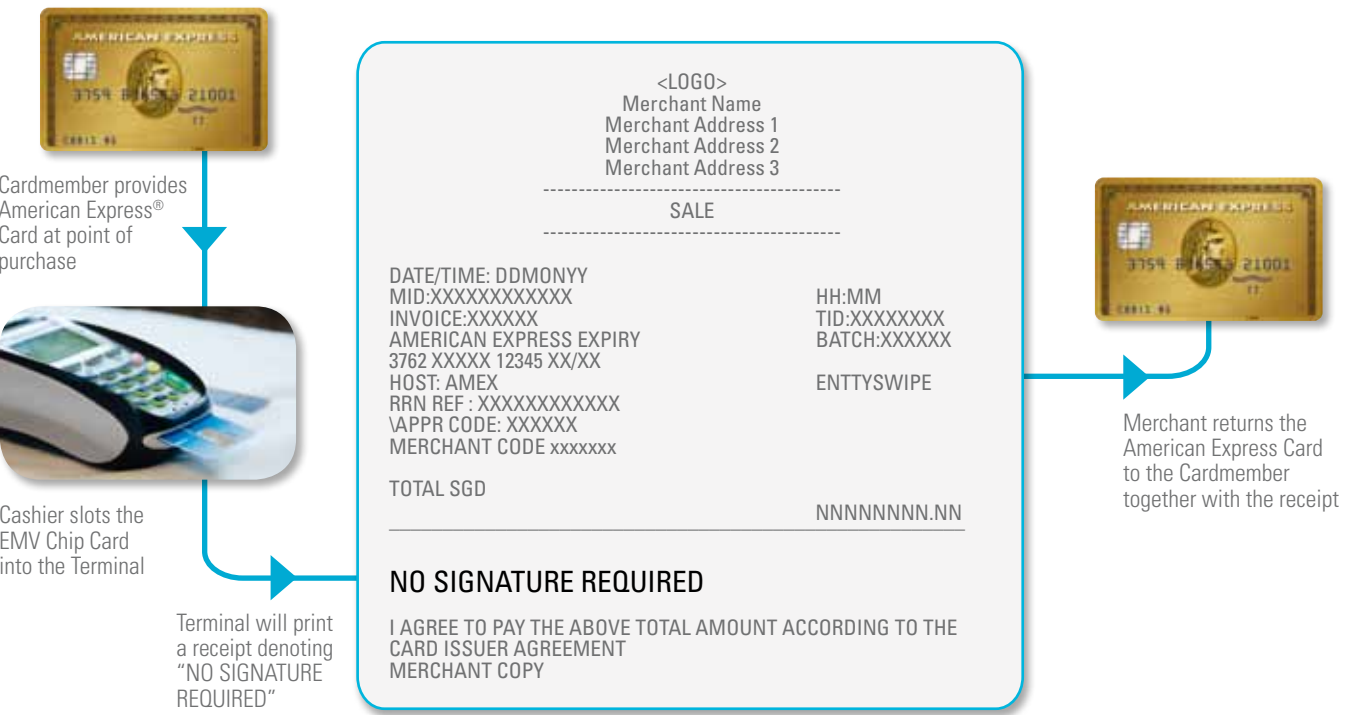


Introducing the American Express
“No Signature” Payment Functionality



1. What is a “No Signature” Payment?

- For transactions of S\$100 or less, no signature is required from American Express Cardmembers. There is no other change to the existing transaction authorisation process.
- Receipts for transactions of S\$100 or less will be printed with a ‘No Signature Required’ message.



NOTE: There is no other change to the existing transaction authorisation process.

2. Benefits of a “No Signature” Payment

- Reduced payment processing time, hence speedier check-out process.
- Shortened customer queues and increased customer convenience.
- Your business is not liable for a “No Signature” transaction, provided that you notify us immediately upon discovery of any fraudulent transactions and you have complied with the American Express Service Establishment Terms and Conditions.
- There are no additional fees required.

3. How does a transaction qualify as a “No Signature” Payment?

- Transaction must be an American Express electronic transaction.
- Transaction must take place at a qualified merchant.
- Transaction must be S\$100 or under and conducted in a face-to-face environment.
- Transaction must be authorised with a 2-digit approval code from the terminal, or by calling the American Express Authorisations Hotline at 1800 737 8288 for manual submission if your terminal is unable to connect.
- Data must be transmitted in the message and approved.

4. Which American Express Cards are eligible for the “No Signature” Payment functionality?

- All locally-issued and foreign-issued American Express Cards are eligible.
- For foreign-issued PIN-enabled Chip Cards, Cardmembers will still be required to enter a PIN. Please follow prompts on terminal display to process the transaction.

5. What if the Cardmember insists on signing the receipt?

- After explaining that no signature is required, if the Cardmember insists on signing the receipt, they may do so.

6. How do I submit a transaction?

- There is no change to the existing submissions process.

7. What number should I call if there is a problem with the terminal?

- Please call your terminal vendor provider (refer to the number on the sticker found on the side of your terminal).

8. What number should I call if there is a problem processing the transaction?

- Please call the Merchant Services Hotline at 1800 235 6755 (Mon to Fri, 9am – 6pm).