

## Cardmember FAQs

### What is Shop Small™?

Shop Small celebrates the small businesses that do big things in our local communities, while also rewarding Cardmembers for showing their support. American Express launched the first Shop Small event in the UK in November 2013, making this the ninth year we're celebrating!

### What is the Shop Small Offer this year?

This last year has been challenging for many small businesses. To help support them, American Express is running the Shop Small campaign from 4 - 15 December 2021. This initiative will help incentivise Cardmembers to support their local small businesses by shopping small frequently. We'll be giving Cardmembers a £5 statement credit if they've saved the Offer to a qualifying American Express® Card and use it to make an eligible purchase for at least £15 at participating small businesses.

Cardmembers can receive one statement credit per participating small business location, for a total of up to five statement credits per Card. This means that Cardmembers can earn a maximum of £25 back in statement credits.

All American Express Consumer and Small Business Cards issued in the UK can be registered for Shop Small. Corporate Cards and Pre-Paid Cards do not qualify.

For full Shop Small Terms & Conditions, please visit [here](#).

### How do I save the Offer?

To receive statement credits, you'll need to log into your Online Account or American Express® App and save the Shop Small Offer to your qualifying American Express Card. Once saved, you'll just need to make qualifying purchases from participating UK small businesses between 4 – 15 December 2021 to get rewarded!

### Are supplementary Cards included in the Shop Small Offer?

Supplementary Cardmembers can also participate in Shop Small. Supplementary Cardmembers must save the Shop Small Offer to their own Card via logging on to their Online Account or the Amex App. This means that Supplementary Cardmembers can also earn up to £25 back in statement credits between 4 – 15 December 2021, as well as the main Account holder.

### Where can I Shop Small?

Check out our interactive [Shop Small Map](#) to discover businesses that welcome your American Express Card. You'll be able to filter businesses that are open and view places that Cardmembers have recently visited. It's important to know that due to these unprecedented times, the Map should only be used as a guide. We're updating the Map daily as businesses reopen and suggest that you contact locations directly to check their hours and ensure their acceptance of American Express Cards. You may also see Shop Small signage in some shop windows and in-store, indicating that they accept American Express Cards.

Does the Shop Small Offer apply to online stores too?

This Offer is only valid for purchases made on-site/in person at UK small businesses that are participating in our Shop Small Offer. Purchases made online from a small business' website will not qualify for this Offer. Small businesses can contact American Express on 0800 032 7216 to confirm eligibility.

How and when will I receive the £5?

A £5 statement credit will be applied to the registered qualifying American Express Card used to make a qualifying Shop Small transaction. Cardmembers should see the credit within 5 days from the date the qualifying purchase is made but it may take up to 90 days from the date the Offer ends.

I don't have an American Express Card. How do I apply for one?

That's great news that you'd like to become a Cardmember! You can view all Cards and apply online at [americanexpress.co.uk/all-cards](https://americanexpress.co.uk/all-cards).

I have a question that isn't addressed by the FAQs here - where can I go for help?

If the FAQs on this page do not answer your questions, please chat with us when logged into your account or visit us [here](#).