

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 in the UK in November 2013. This is the ninth year that American Express have run Shop Small in the UK.

What is the Shop Small Offer this year?

The last year has been extremely challenging for many small businesses. To help support small businesses, American Express is running its Shop Small campaign in June 2021. The Offer will run from 5 - 25 June 2021, and incentivises Cardmembers to support their local small businesses by shopping small frequently, giving them a £5 statement credit where they have saved the Offer to a qualifying American Express Card and use it to make a qualifying purchase for at least £15 at participating small businesses.

Cardmembers can receive up to 5 statement credits per Card (one statement credit per participating small business location). 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 American Express Cardmembers get involved in Shop Small?

To receive statement credits, Cardmembers need to log into their Online Account or Amex App and save the Shop Small Offer to their qualifying American Express Card and make a qualifying purchase from a participating UK small business between 5 - 25 June 2021.

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 Amex App. This means that Supplementary Cardmembers can also earn up to £25 back in statement credits between 5 - 25 June 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 will be able to filter businesses that are open and view places that Cardmembers have recently visited. Please note, that due to these unprecedented times, the Map should be used as a guide only. We are updating the map daily as businesses reopen, however you should contact locations directly to check they are open and accept 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

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 specific question, call us on the number located on the back of your American Express Card.