Introducing Need Help? on American Express @ Work®*

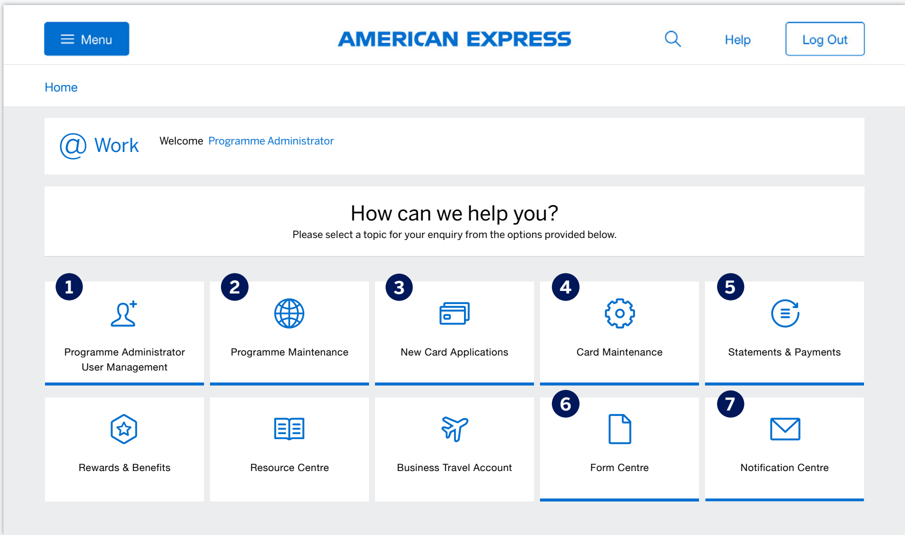
→ SEE FAQ ON NEXT PAGE

TAKE CONTROL OF YOUR CORPORATE CARD PROGRAMME AND BUSINESS TRAVEL ACCOUNTS

American Express has upgraded @ Work to include the Need Help? experience. Here, you can make requests and process forms and queries – all in one place. And we've included step-by-step instructions to help you along the way.

**Currently available on UK @ Work only*

Need Help? is accessible from the @ Work homepage. See how it can support you.



1. **PROGRAMME ADMINISTRATOR USER MANAGEMENT**
   Create, modify, or remove Programme Administrators.
2. **PROGRAMME MAINTENANCE**
   Check Account status, make balance enquiries, and more.
3. **NEW CARD APPLICATIONS**
   Apply for multiple Cards online and easily get employees onboarded.
4. **CARD MAINTENANCE**
   Cancel and replace Cards, process credit balance refunds, and make routine requests.
5. **STATEMENTS & PAYMENTS**
   Make statement requests, fee and payment enquiries, and more.
6. **FORM CENTRE**
   The forms you need, all in one place.
7. **NOTIFICATION CENTRE**
   Track the status of your queries/requests and see which items need your attention or action.

What's New:
50+ new request types can now be handled online

CREDIT BALANCE REFUNDS
Process your request online from the Card Maintenance option.

UPLOAD DOCUMENTS
Securely upload your forms and documents directly into your requests.

EMBEDDED FORMS
Find the correct forms now integrated seamlessly within the enquiry process.

BULK REQUESTS
Save time by processing multiple queries/Cards in one request.

AMERICAN EXPRESS

DON'T *do business* WITHOUT IT™

To access Need Help, you must be enrolled in @ Work

@ Work is an online tool to help you make the most of your Corporate Card programme. Manage and track expenses, gain business insights, set up alerts, and more. **Click here** to enrol today.

Need Help? on American Express @ Work®* Frequently Asked Questions

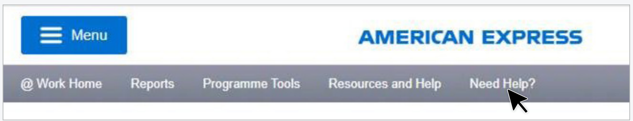
*Currently available on UK @ Work only

What is Need Help?

Need Help? is a one-stop online experience for Programme Administrators (PAs) to open requests or queries and get the help they need to manage their Cardmember programme. Instead of emailing or calling to get assistance, the PA can simply log on to @ Work and access Need Help? to quickly manage their enquiries with ease. Some query examples include: credit balance refunds or transfers, write-off requests, balance enquiries or Account status questions, statement requests, updating PA information, or replacing a Card. You can also cancel or add a Card to your Account. All of the forms you need are integrated within the enquiry process, and you can upload the completed forms directly into your query.

How do I access Need Help?

Within the UK, Need Help? can be accessed from the homepage of @ Work. Simply log in to @ Work and select 'Need Help?' at the top of the page, and then you will be taken to the new experience.



I want to use Need Help? but I am not enrolled in @ Work. How do I enrol?

Option 1:
If there is an existing PA who can access @ Work in your company from the Need Help? homepage, ask them to raise a new request on your behalf under 'Programme Administrator User Management' & 'Add a Programme Administrator.'

Option 2:
If there are currently no registered PAs who have access to @ Work in your company, then please download, complete, and sign this form and email it to UKPAservicingenrollments@aexp.com.

How do I know if my request/query has been submitted?

After you submit your request/query, you will receive a unique case reference number. You can check the status of your request at any time by visiting the Notification Centre, which is located on the Need Help? homepage. If we need any additional information or the case has been resolved, you will also receive an email directly in your inbox.

What if I can't get my queries resolved within Need Help?

Call 0800 917 8230 quoting your unique case reference number.

I am a regional PA who is responsible for the UK and other EMEA markets. In which markets is Need Help? available?

As of now, Need Help? is in the UK market only. Contact channels in the other markets, aside from the UK, will remain the same. If you have multiple @ Work profiles, simply switch countries on the main homepage, and you will see Need Help? appear on the toolbar.

How can I keep track of progress on Need Help? requests submitted by another authorised PA?

The Notification Centre within Need Help? will allow you to fully keep track of the request status and even respond to American Express with further information and documentation if required. However, this is only for requests that you have raised yourself. If required, you can request additional PAs are copied into Need Help? closure and missing information notifications by requesting this in the 'Additional Information' field when raising a request. For example: **'Please copy (email address) on all correspondence related to this case.'**

I've been copied into a closure notification for a request raised by another authorised PA. Can I review the specific information?

If possible, please ask the PA who raised the initial request to log in and review the information within the Notification Centre. If this is not possible, then please either call or raise a live chat interaction quoting the specific Need Help? reference number found within the email notification. If you are authorised, a representative will be able to provide you with the required information.

I've been copied into a missing information notification for a request raised by another authorised PA. How can I provide the required information?

If possible, please ask the PA who raised the initial request to log in and review what missing information is required within the Notification Centre. They will also have the ability to respond and upload any additional documentation straight into the request. If this is not possible, then please either call or raise a live chat interaction quoting the specific Need Help? reference number found within the email notification. If you are authorised, a representative will be able to inform you about what is needed, and you can provide the information either over the phone or within the live chat interaction. **Please note:** If documentation is required, you may be asked to create an additional Need Help? case which will allow you to use our document upload function. To ensure the two requests are connected, it is important that you provide the existing Need Help? request reference in the additional field of the new request.