



CREDIT BALANCE FREQUENTLY ASKED QUESTIONS

American Express® European payment institutions are not authorised to hold client monies as we do not hold a banking licence, as such we are not authorised to hold credit balances on Card Accounts. In the event of a refund needing to be made, there are various actions that may be required.

This document has been designed to address frequently asked questions on what actions need to be completed by the Client/Cardmember and/or American Express in order to process a credit balance refund. Refunds are available for all American Express Corporate Products; Corporate Cards (CC), Corporate Purchasing Cards (CPC), Corporate Meeting Cards (CMC), Business Travel Accounts (BTA) and all Virtual Products.

1. Who can request a credit balance refund?

Credit Balances can be requested by Cardmembers or by the client nominated Programme Administrator. American Express also proactively initiate the return of credits that are outstanding on Accounts.

2. How can I request a credit balance refund?

To initiate the process of a credit balance refund, either the Cardmember or client nominated Programme Administrator may use the online **Need Help** platform on American Express @ Work (if located in the UK), or contact American Express through the regular servicing channels. You will need to provide receiving bank Account details including account name. This is required to match the bank Account that made the original payment. Upon receiving the request, a Customer Care Professional will validate the credit balance and investigate internally, where possible, to ensure the bank Account information matches the source of payment. Where it is not possible to do, a proof of payment will be requested.

3. How do American Express initiate return of credit balances

Where credit balances can be validated, balances will be returned directly to the source. If further validations are required American Express will contact the Cardmember or Programme Administrator in writing requesting action. Please be aware that failure to respond may result in Card disruption.

4. Where are funds returned to?

Credit balances are required to be refunded to the original source of funds i.e. the bank Account or Card from where payment was made. American Express will initiate investigations to identify the source however on occasion we may require additional information or documentation where we have not been able to conclusively identify the payment source. We also recommend providing proof of source of funds up-front as this will expedite the investigation timelines.

5. What documentation is needed to evidence the payment source?

A bank statement showing the original payment that resulted in the credit balance on an Account. In the case of merchant credits, the bank statement for a particular statement balance where the original merchant transaction was paid will be required.

In certain scenarios American Express may only require evidence of bank Account ownership for this scenario we will accept a bank statement, not older than 3 months, or a letter from a bank.

6. What if the Account is individually settled and the Card is cancelled/employee has left the company?

American Express will conduct validations and issue the refund back to the source. If you experience any challenges with reconciling the refund from your employee, please contact your PA servicing team.

7. What if there is a duplicate payment in error - both Cardmember and client have settled the statement or direct debit and bank transfer have been made?

The refund will be issued to the source that is not the usual payment settlement type. For example, if the Account is centrally settled and both the Cardmember and the company make the same payment to settle the statement then the individual should receive the refund as they are not the normal payer for the Account.

8. What if I am not able to provide proof of source of funds for example age of merchant credit/multiple credits?

American Express will conduct validations and issue the refund back to the source. If you experience any challenges, please contact your PA servicing team who can support you.

9. The balance is due back to the company as we paid the employee for the original transaction.

Credit balances are required to be refunded to the original source of funds i.e. the bank Account or Card from where payment was made. Clients who operate individually settlement programs are recommended to have internal policies in place to manage balance returns where the refund is required to be returned by their employee to the client organisation. Please see below settlement chart for reference.

10. How long will it take for my credit to be returned?

Credit balances are normally returned within 15 working days which allows clearance through the banking system and internal validations. Additional time may be needed where we have requested a proof of payment.

11. What is the escalation process?

In the first instance a Cardmember or client nominated Programme Administrator should contact American Express servicing teams via your usual channels. A Customer Care Professional will review your case and advise on any necessary action to ensure a timely resolution. You may be requested to provide supporting documentation to expedite resolution of the credit balance refund request.

PROGRAMME SETTLEMENT STRUCTURES

SETTLEMENT	PAYMENT ACTION	CREDIT BALANCE TREATMENT
Individual	Corporate programmes are set up indicating employee Cardmember responsibility to make payment of the American Express statement	Refund will be to the payment source. Typically, the payment is initiated by the Cardmember and their bank Account or debit Card is the source of funds. This is where refunds are required to be returned to. Clients who operate individually settlement programs are recommended to have internal policies in place to manage balance returns where the refund is required to be returned by their employee to the client organisation.
Central	Corporate programmes are set up indicating clients are centrally making payment of the American Express statement on behalf of their employees or programmes.	Refund will be to the payment source; the payment is expected to have been initiated by the client and source will be the client bank Account or client bank Card. However, occasionally individual employees do make payments on centrally settled Accounts. In these cases, the employee has initiated the payment and the return of funds will be due to them, if the source is validated as their bank Account/Card. This payment behaviour is typically not permitted within client policies with the exception of late payment fees. American Express has reporting suites that can help you monitor employee spend activity that will assist with driving policy compliance. Please contact your Client Manager if you have any additional questions on this topic and wish to learn more about American Express reporting suites.

