

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. It's been more than a decade since the American Express Shop Small campaign launched in the UK in 2012.

What is the Shop Small Offer this year?

The last few years have been challenging for many small businesses. To help support them, American Express is running the Shop Small campaign from 1-3 December 2023. This initiative will help incentivise Cardmembers to support their local small businesses by shopping small. Cardmembers can receive a £5 statement credit if they have saved the Offer to a qualifying American Express® Card and redeem the Offer by making an eligible purchase of £15 or more at a participating small business.

Cardmembers can receive one statement credit per participating small business location, for a total of up to 3 statement credits per Card. This means that Cardmembers can get a maximum of £15 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 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 just need to make qualifying purchases at participating UK small businesses between the 1-3 December 2023 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 £15 back in statement credits between the 1-3 December 2023, 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. We're updating the Shop Small 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 30 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 questions, please chat with us when logged into your Account or visit us [here](#).