

**Easy,  
convenient and secure.  
Online servicing  
made simple.**

[AMERICANEXPRESS.CO.UK/MYMERCHANTACCOUNT](http://AMERICANEXPRESS.CO.UK/MYMERCHANTACCOUNT)

## Manage your Merchant account online at your convenience

My Merchant Account/OMS from American Express® provides you with a fee-free, flexible way to manage your day-to-day operations, 24/7. Whether it's resolving enquiries, reconciling payments or updating account information, your online service experience will be quick and convenient. If you're not already enrolled in My Merchant Account/OMS, there's one more reason to start managing your account online. With the addition of Secure Message Centre to our suite of services, we've made it easier for you to contact us – anytime.

## Introducing Secure Message Centre

Secure Message Centre offers you a secure, convenient channel to message American Express with questions or account service requests. You can select from a wide range of topics in the drop down menu:

- Account enquiries
- Account maintenance
- Add new locations
- Address and contact changes
- Financial and payment enquiries.

We'll acknowledge your enquiry immediately and we aim to follow up with a response update to your Secure Message Centre inbox within two business days. We'll also send a notification to your email that a reply is waiting for you.

Secure Message Center			
Inbox	Sent messages	Write a message	<a href="#">How to use the Secure Message Center</a>
<b>Received messages</b>			
You have 0 unread messages in your inbox			
Activity for <input type="text" value="All SE numbers"/>			
Showing messages 1 to 18 out of 18			
Subject	Received	Expires	
<a href="#">Address Change-Both Financial and Correspondence Change</a>	07/25/2011 01:16 AM MST	12/25/2011	
<a href="#">Add New Locations-Non-Government Request</a>	07/25/2011 04:55 AM MST	12/25/2011	
<a href="#">OMS-Order Supplies</a>	12/20/2010 09:27 AM MST	10/25/2011	
<a href="#">Add New Locations-Non-Government Request</a>	06/20/2008 10:02 AM MST	10/25/2011	
<a href="#">Account Maintenance-Request Cancellation</a>	09/19/2008 06:22 AM MST	10/25/2011	
<a href="#">Account Maintenance-Affiliation Changes</a>	07/07/2008 02:24 AM MST	10/25/2011	
<a href="#">OMS-Order Supplies</a>	09/20/2008 05:30 AM MST	10/25/2011	
<a href="#">Address Change-Physical Address Change</a>	09/10/2008 10:18 AM MST	10/25/2011	
<a href="#">Account Maintenance-Contact Name Change</a>	09/10/2008 10:14 AM MST	10/25/2011	
<a href="#">Account Maintenance-Contact Name Change</a>	09/10/2008 10:52 AM MST	10/25/2011	
<a href="#">Account Maintenance-Request Cancellation</a>	08/07/2008 06:38 AM MST	10/25/2011	
<a href="#">Banking-General Inquiries</a>	09/10/2008 10:41 AM MST	10/25/2011	
<a href="#">Address Change-Physical Address Change</a>	09/10/2008 10:44 AM MST	10/25/2011	
<a href="#">Banking-Bank Changes</a>	08/01/2008 09:41 AM MST	10/25/2011	
<a href="#">Account Maintenance-Request Cancellation</a>	08/07/2008 07:27 AM MST	10/25/2011	

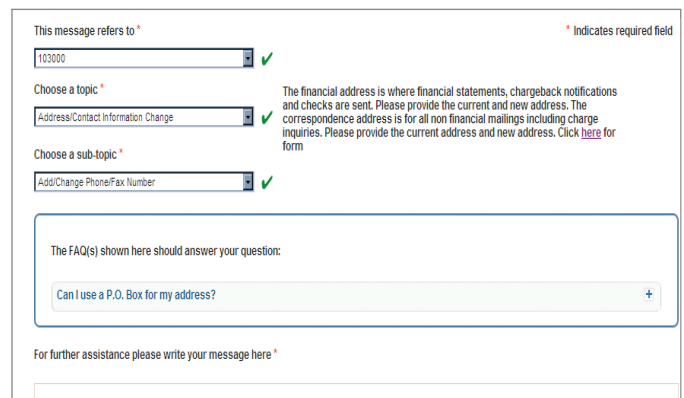
Secure Message Centre inbox  
(sample image based on US version)



## Simple and intuitive design

Because you're busy, we're providing an easy, intuitive way to communicate with us. The simple, clean design of Secure Message Centre gives you a "click and go" experience.

- Select options from drop down menus pre-populated with your enrolled locations and popular topics
- Write in a free-form text box
- Attach files of up to 5 MB (megabytes)
- Press submit
- Receive an acknowledgement immediately and a response update within approximately two business days

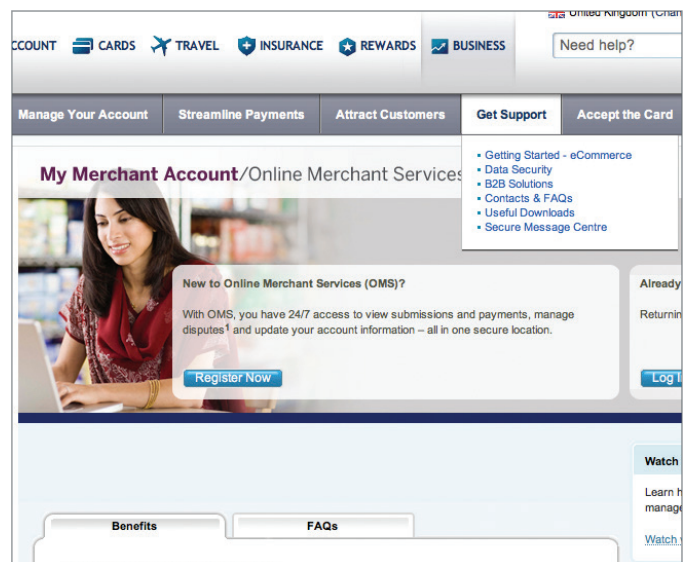
A screenshot of the Secure Message Centre message form. At the top, it says "This message refers to\*" with a dropdown menu showing "103000" and a green checkmark. To the right, a note says "\* Indicates required field". Below this, there are two more dropdown menus: "Choose a topic\*" showing "Address/Contact Information Change" and "Choose a sub-topic\*" showing "Add/Change Phone/Fax Number", both with green checkmarks. A text box on the right explains: "The financial address is where financial statements, chargeback notifications and checks are sent. Please provide the current and new address. The correspondence address is for all non financial mailings including charge inquiries. Please provide the current address and new address. Click [here](#) for form". Below the dropdowns, a box titled "The FAQ(s) shown here should answer your question:" contains a search bar with the text "Can I use a P.O. Box for my address?" and a plus icon. At the bottom, there is a text box labeled "For further assistance please write your message here\*".

Secure Message Centre Message  
(sample image based on US version)

## Convenient and efficient

Time-saving features in Secure Message Centre help make it easy for you to contact us.

- Available 24/7 – so you can submit requests and questions when it's convenient for you
- Access Secure Message Centre from any page in the Merchant site from the Navigation Bar under the tab "Get Support"
- Sort messages in your inbox by Merchant number, subject or date received
- We aim to ensure a two business day turnaround to provide you a timely response to your enquiry



## Secured with SSL encryption

Your data privacy and security is our highest priority. The Secure Message Centre is located within the secure area of the American Express Merchant website to protect your account's sensitive financial information. We have security controls in place, including login credentials to verify your user identity. All messages transmitted from Secure Message Centre are protected by SSL Encryption, the Internet standard in secure browser technology.

## Help and support

If you need help with Secure Message Centre, you'll find it in two places:

- Answers to common questions are suggested to you as you type your message
- If you would like to speak to a member of our team for assistance, please call **0800 032 7216** from Monday to Friday 8am to 6pm, Saturdays and Bank Holidays<sup>1</sup> 9am to 5pm

1. Excluding Christmas Day, Boxing Day and New Year's Day