How to Contact American Express to Service Your Merchant Account

Online

Manage your account online*
Simply register at **americanexpress.com/merchant** to:
- Reconcile Payments
- Manage Dispute Inquiries or Chargebacks
- Make Account Updates
- And more!

Email us using the Secure Message Center
Log in at **americanexpress.com/merchant** and select the envelope icon to send a secure email with your request.

Click to Chat
Need help finding answers quickly? Simply log in and chat live with a skilled representative.

Phone

To speak with a Customer Care Professional, please call us at:

1-800-528-5200
Hours: M-F 8am-8pm EST

To speak with a Customer Care Professional about a location utilizing Multi-Currency processing, please call us at:

1-866-377-0283
Hours: M-F 8am-8pm EST

Technical Resources:

- **Online Technical Help Desk**
  Assistance with americanexpress.com/merchant
  1-866-220-4272 (M-F 8am-8pm EST)

- **Global Merchant Technologies Services (GMTS)**
  Support for merchants directly connected to American Express for Authorizations & Secure File Transfers. Merchants using a terminal, software product or Third Party Processor should contact those designated support areas.
  1-800-297-5555 (24/7)

- **American Express Payment Gateway (AXPG) Technical Support**
  Support with processing, implementation and documentation for the Payment Gateway tool.
  1-866-368-7589 (M-F 8am-8pm EST) or axptechsupport@aexp.com

- **American Express Terminal Help Desk**
  First level support for issues, supplies and software for American Express terminals or American Express shared terminals.
  1-800-851-5948 (M-F 8am-11pm EST)

Other Resources:

- **1099K/Federal or State Backup Withholding**
  1-866-738-3688 (M-F 10am-6pm EST)

- **Data Security Operating Policy (DSOP)**
  Questions on Data Security, compliance, documentation management and issues.
  1-866-659-9016 or AmericanExpressCompliance@trustwave.com

- **Voice Authorizations (fees may apply) or Report Fraud**
  Voice Authorization System issues or use of automated system to verify Card Member information.
  1-800-528-2121 (24/7)

- **Merchant Policy**
  Information on policies and procedures governing your acceptance of American Express Cards and upcoming policy changes are available online at **americanexpress.com/MerchantPolicy**

AMERICAN EXPRESS

DON'T *do business* WITHOUT IT™

*For Multi-Currency accounts, go to: https://merchant-global.americanexpress.com