

# Data Incident Quick Reference Guide

## What do I do?



### What is a Data Incident?

A Data Incident is a potential or confirmed compromise of information belonging to American Express Card Members.



### When should it be reported?

You should report **any incident** to the American Express Enterprise Incident Response Program (EIRP) team in which the following types of information have been lost, stolen, viewed, accessed or compromised by an unauthorized party.

- Card/Bank account information
- Card Member Personally Identifiable Information

### As an American Express Merchant what are my responsibilities?

1. You **must** notify American Express immediately and in no case later than twenty-four (24) hours after discovery of a Data Incident.
2. To notify American Express, contact the American Express EIRP team by calling:

US Only (toll free)	International
1 (888) 732-3750	+1 (602) 537-3021

*OR* by sending an email to [EIRP@aexp.com](mailto:EIRP@aexp.com). Please complete the [Merchant Data Incident - Initial Notice Form](#) and attach it to your email.

3. You must designate an individual within your company as the point of contact regarding the Data Incident.

#### *Need more information?*

See the [Data Security Operating Policy](#), Section 2, for all details pertaining to Data Incident Management Obligations.



**DON'T** *do business* WITHOUT IT™

