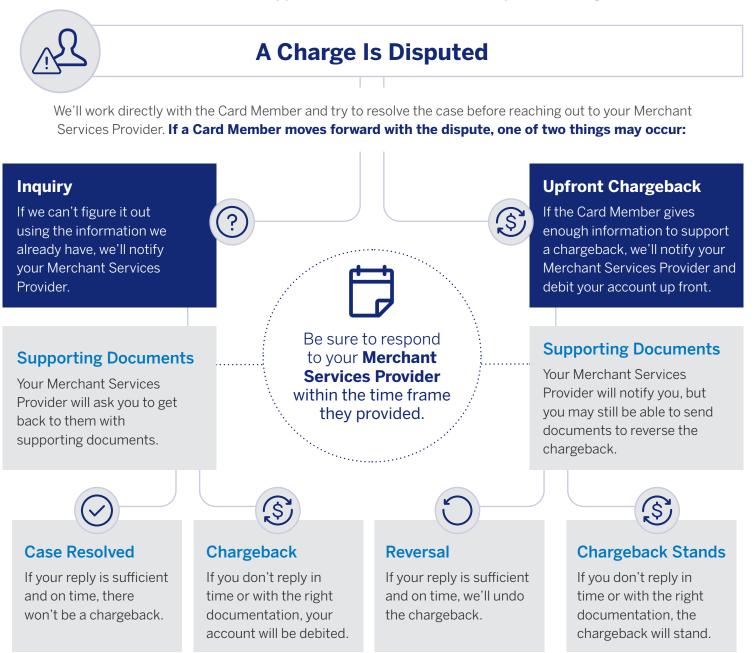
Guide to Managing Disputes

AMERIGANI EXPRESS DON'T

Disputes can be complicated. To help make the process a little clearer, we created this step-by-step flowchart of what happens when a Card Member disputes a charge.



Card Members are limited to just 2 disputes per charge in most cases, **so you won't have to keep replying to the same dispute over and over again.**

For additional help with disputes, visit <u>americanexpress.com/us/disputesmanagement</u> or contact your **Merchant Services Provider.**

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