

Frequently Asked Questions

Why have I been contacted and asked to amend my payment behaviour?

- Financial institutions are obligated to monitor the origin of funds. American Express has an obligation as per the Anti-Money Laundering (AML) Regulations for controlling and monitoring the origin of funds received through the course of a business relationship. Payments monitoring has always been an obligation for American Express and we are now enhancing this monitoring obligation in line with regulatory requirements.
- Your payments to us come from a bank account that is not in your name, which may indicate that your bank account does not belong to you.
- Note that your payments to us must be made in accordance with the settlement type for your Card and must always come from a personal bank account in your name.
- We will not accept payments made from any account not owned by you. Any such payments might result in disruption to your Corporate Card Account.

Can payments to my Account be made from a joint bank account?

Payments from joint bank accounts where one individual is the named American Express Cardmember are acceptable. However, where the full American Express Cardmember name is unclear in the account reference, we may need to contact you for verification.

I have made the payment to my Account, but I have changed my surname. Do I need to take any action?

In case of surname change, please provide name change documentation (scan of your updated identity document). We recommend that you send the document via the [American Express Encrypted Email](#). This tool enables sending secure, encrypted messages which can be read only by a registered and authorised American Express employee.

What if there is a valid business relationship with the entity making payments to my company account?

- Payments made from the parent, subsidiary, or sister company of the entity that you are contracted with are acceptable.
- We can also accept payments from Expense Management companies.
- We may contact you to understand the nature of your relationship with the payer and request documentation to evidence this relationship.