**Subject Line:** Keeping your American Express account information up to date

**Please read important information inside**

Dear American Express Corporate Card Members and Program Administrators,

We have been informed by American Express of an upcoming initiative to gather updated Know Your Customer (KYC) information from certain Card Members and Program Administrators of our Corporate Program.

This is a regulatory requirement that American Express needs to comply with and having this information will help American Express establish the identity of their customers.

**What does it mean for you?**

You will be required to provide your full name, residential address, and date of birth. You may also be requested to provide Social Security number (or other ID if you do not have an SSN). Providing this information is essential to keep your account active.

If your KYC information is needed, you will receive an email with additional details on your registered email address. The email will be from [US-KYC@alerts.americanexpress.com](mailto:US-KYC@alerts.americanexpress.com).

You will also see a banner requesting your KYC information on your American Express Online Account/American Express @ Work notification section.

**How to update your information**

The email and the online notification messages will contain the link to the KYC portal where you can provide your information. Please follow the on-screen instructions to update your KYC information. You may need to provide a copy of your valid ID.

Card Members can use their American Express Online Account to access the KYC portal. If you have not registered for an Online Account, you could go to the American Express website and choose the option to ‘Create new Online Account’. Alternatively, you can also authenticate yourself using your 15-digit Card number and 4-digit CVV to securely provide your KYC information.

Program Administrators can use their American Express @ Work to access the KYC portal.

**Find out more**

If you would like to know more about this initiative and how you can provide the KYC information, please refer to the [Information guide](https://www.americanexpress.com/content/dam/amex/en-us/company/corporate-updates/US-Corporate-KYC-Card-Members-and-Program-Administratos-Flyer.pdf).

For more information, please visit the [Frequently Asked Questions](https://www.americanexpress.com/en-us/company/corporate-updates/) page for this initiative.

Thank you for your support.