



# FREQUENTLY ASKED QUESTIONS

What information  
should I have on  
hand?



To help complete your application, you should have certain information or documents with you.

The information requirement varies depending on how your [business](#) is set up.

How long will it  
take to complete?



If you have everything you need, the application should take **up to 20 minutes** to complete.

What should I do if I  
have any questions?



We have a team on hand to help you through every step of the way. If you have questions, call

**139 323**

between 9:00am and 5:30pm AEST/AEDT, Monday to Friday.

Is it safe to enter my  
personal information  
on your site? How will  
you use it?



We will use your personal information to process your application in accordance with our Privacy Policy. All your personal information is held in a secure area, and we have well-defined practices to help ensure the information we process is done so promptly, accurately, completely and securely.

For more information, our [Privacy Statement](#) outlines how we collect, use, share and keep your information.

How do I cancel  
my application if  
I change my mind?



If you wish to cancel your application, call

**1300 550 846**

between 8:30am and 5:30pm AEST/AEDT, Monday to Friday and quote your reference number.

Why do you need  
all these details?



As a financial provider we have obligations to correctly identify and verify our customers, as such we are required to collect and review certain information about your business.

For more information, our [Privacy Statement](#) outlines how we collect, use, share and keep your information.

Who will be liable  
to repay the balance  
on the Card?



Most of our business products specify that both you and your business will be liable to American Express.

For more information, please review the [Card Terms and Conditions](#) to understand the relevant liability.

