

Magnetic Stripe Usage - Overseas

Activation of the magnetic stripe can be done either for a date specific or a non-date specific period. You may use the following channels to select your preferences.

Here is how you can activate/deactivate the magnetic stripe on your Card for overseas use:



Log on to:
americanexpress.com.sg/overseasmagstripe



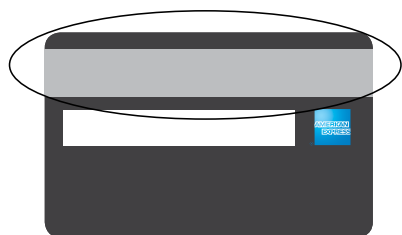
- A) Automated Voice System by calling the number printed on the back of your Card
- B) Card Activation hotline at:
- 1800 296 7722 (local) or +65 6296 7722 (overseas) for Personal Cards
 - 1800 732 2566 (local) or +65 6732 2566 (overseas) for Corporate Cards

These channels will be available from 1 October 2013

Frequently Asked Questions

1. What is a magnetic stripe?

A magnetic stripe is the strip of magnetic tape attached to the back of your American Express Card.



2. Am I able to use my American Express Card overseas without activating the magnetic stripe?

Yes, you can still use your Card for payment if the merchant/establishment that is processing your payment has an EMV chip (non-swipe) terminal. As most merchants overseas may not have EMV terminals, you are advised to activate the magnetic stripe on your Card before you travel.

3. Do I have to activate the magnetic stripe on all my Cards?

You are required to activate any Card(s) you are going to use when you are overseas. This includes Supplementary Cards and Corporate Cards. There is no limit to the number of Cards you can activate but each Card will have to be activated separately.

4. What is the difference between activating the magnetic stripe for a date specific and a non-date specific period?

Date Specific:

The magnetic stripe on your Card will be activated for overseas use only during the dates you have selected. It will be automatically deactivated at the end of the period. Please note that dates are based on Singapore time zone (GMT+8).

Non-Date Specific:

The magnetic stripe on your Card will be activated for overseas use until deactivated at your request.

5. I have activated the magnetic stripe on my previous Card for overseas use. However, I have recently replaced/renewed my Card. Will my preferences still apply?

Yes, your existing magnetic stripe preferences will be applied to your replacement/renewal Card. Please note that your replacement/renewal Card will need to be activated before it can be used for any transactions. You can activate the Card by following the instructions provided on the sticker on the front of your new Card.

6. Will I receive any notification once I have activated/deactivated the magnetic stripe on my Card?

Yes, you will receive a notification from us if you have provided us with a mobile number and/or e-mail address. Please note that mobile number (SMS) notifications will only be sent to a Singapore mobile number.



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