

FAQs

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1. What are transaction alerts?

Transaction alerts are notifications sent to you by American Express about your transactional activities. You can customize transaction alerts through your online account at americanexpress.com/sg/.

For a step-by-step guide on how to create an online account and how to manage these preferences, refer to the following pages.

2. I am a Basic Card Member, how can I manage my transaction alerts preferences?

You can customize transaction alerts through your online account at americanexpress.com/sg/. You will be able to select the threshold value to receive alerts, select your preferred alerts delivery channel (SMS or Email), and update your contact information to receive these alerts.

For a step-by-step guide on how to create an online account and how to manage these preferences, refer to the following pages.

3. What if I do not wish to change my current settings for transaction alerts?

You do not need to do anything if you wish to keep your current transaction alerts settings.

I have Supplementary Cards under my account.

4. Are transaction alerts for Supplementary Card transactions sent to me or my Supplementary Card Members?

If you are currently subscribed for transaction alerts, Supplementary Cards' transaction alerts are also sent to you.

From 30 June 2019, your Supplementary Card Members will have the choice to opt in to receive transaction alerts for transactions made on their Card Account.

Once Supplementary Card Members are opted in for their own transaction alerts, you will not receive alerts on your Supplementary Cards' transactions.

5. How can my Supplementary Card Members manage their own transaction alerts preferences?

Supplementary Card Members can opt in for transaction alerts through their online account at americanexpress.com/sg/. They will be able to select the threshold value to receive alerts, select their preferred alerts delivery channel (SMS or Email), and update their contact information to receive these alerts.

Once Supplementary Card Members are opted in for their own transaction alerts, you will not receive alerts on your Supplementary Cards' transactions.

For a step-by-step guide on how to create an online account and how to manage these preferences, refer to the following pages.

6. If I opt out of transaction alerts, can my Supplementary Card Members opt in to receive their own transaction alerts?

Yes, Supplementary Card Members can manage their transaction alerts preferences independently through their online account at americanexpress.com/sg/.

Refer to Question 5.

7. What if I prefer to receive the transaction alerts for their transactional activities?

If you wish to continue receiving the transaction alerts for your Supplementary Cards' transactional activities, you and your Supplementary Card Members do not need to do anything as this is the current setting.

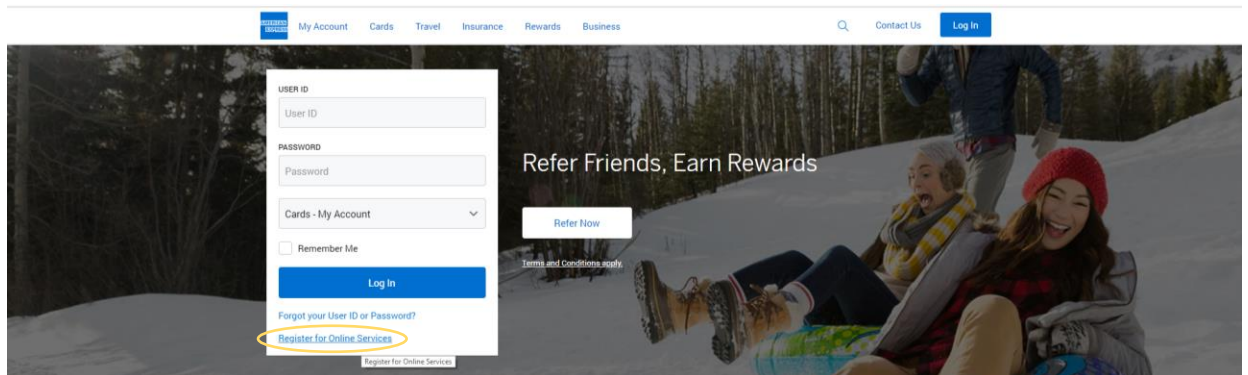
From 30 June 2019, if your Supplementary Card Members have already opted in to receive their own transaction alerts, they can simply opt out in order for the transaction alerts to be sent to you instead.

Keep in mind that if they are opted out, preferences for Supplementary Cards' transaction alerts will be based on your preferences as the Basic Card Member.

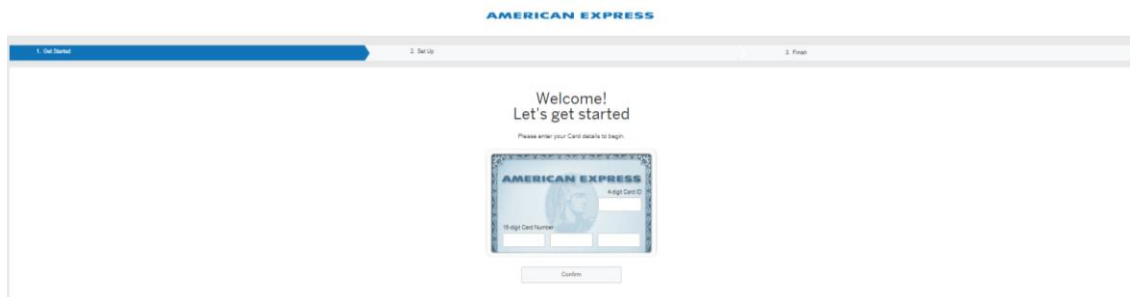
Step-by-Step Guides

How do I create an online account?

1. To create an online account, go to americanexpress.com/register. Click on **Register for Online Services**.

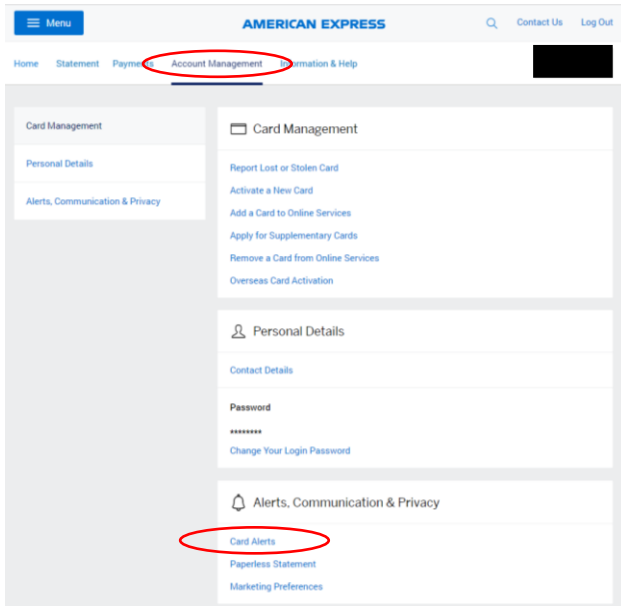


2. Key in your Card details.

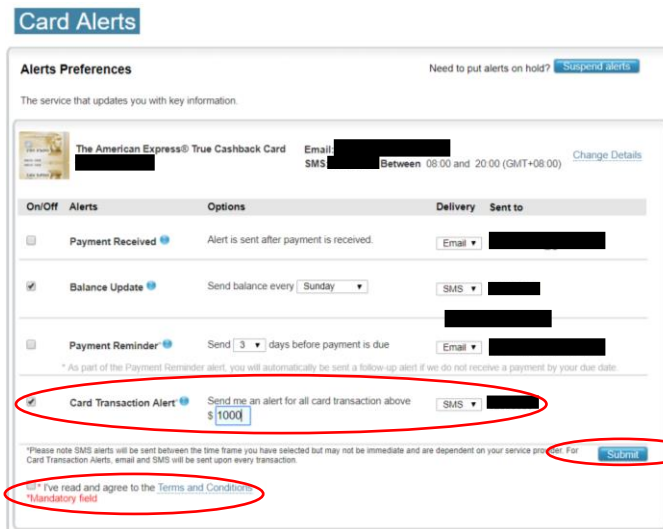


How do I update my transaction alerts preferences?

1. Log in to your online account at americanexpress.com/sg/.
2. Click on Account Management, followed by Card Alerts under Alerts, Communications & Privacy.

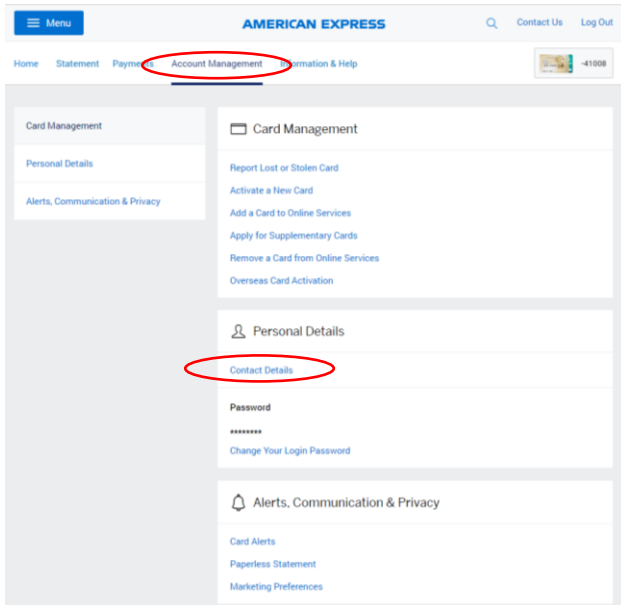


3. Make changes to your alerts preferences and submit your request.



How do I update my contact information?

1. Log in to your online account at americanexpress.com/sg/.
2. Click on Account Management, followed by Contact Details under Personal Details.




3. Update your contact details and submit your request. If you have multiple Cards, be sure to change your details for each Card you'd like to update.

YOUR DETAILS

Alerts and service notification contact details

To make sure you get all the information you need, you can edit your Email and SMS contact details here.

 **The American Express® True Cashback Card**

New Email address*

Confirm Email address*

Please supply us the Singapore Mobile number we should send SMS alerts to

Mobile Phone Number Between 09:00 ▾ and 09:00 ▾ (GMT+08:00) China ST - Beijing,HongKor ▾

Please note that you will be receiving notifications of confirmation from American Express each time you make a change to the personal information on your Card Account such as your billing address, mobile number or email address. For more information, [click here](#).

* REQUIRED FIELD