

Frequently Asked Questions

How long will the application process take?

This application will take only 5-10 minutes.

What information will I need?

You will need to provide personal information including your income and employment details (if employed). You may also be required to provide your Bank or Building Society account details.

How safe is it for me to enter my personal details on to your website?

All your personal and account details are held in the secure area of our site, and we use advanced technology and well-defined employee practices to help ensure that the information we process is done so promptly, accurately, completely and securely.

What will you use my personal information for?

We will use your personal information to process your application form, the assessment of which includes giving your details to credit reference agencies. If approved, we will use your details (including your email address) to service your Account and, if you have given us permission, to keep you informed of promotions associated with your Card. We will not share your email address with other companies to market their own products or services. You can update your preferences later if you wish.

For further information on how we process your personal data at American Express, please read our online Privacy Statement by [clicking here](#) and the [Cardmember Privacy Statement](#) included in your application.

Can I save my application or do I have to complete it in one go?

Your application can be saved. An email reminder will be sent to you using the email address you provide with your application with a link to return to your application within 30 days. If you leave it any later, you will need to start your application again.

How do I cancel my application?

If you wish to cancel your application once it has been submitted, please call our New Accounts team on 0800 032 7404.

Can I re-apply if I have been declined for a Card previously?

If you would like to provide us with additional information you think might be helpful regarding your unsuccessful application, please write to Appeals Executive, New Accounts Department, American Express Services Europe Limited, 1 John Street, Brighton, BN88 1NH. If in the future your circumstances change you can re-apply.

Can I apply for an American Express® Card if I have been declined for a Card or credit in the past by another company?

Yes. American Express considers each application individually.