

American Express® Corporate Card

Important contacts for your American Express® Corporate Cards and Supplier Payments products

Contacts for cardmembers

<p>Operative inquiries and alterations regarding active corporate cards, e.g.:</p> <ul style="list-style-type: none"> • Statement and transactions • PIN code and issuing of cards • Cash withdrawal • Changes of address • General queries 	<p>Swisscard AECS GmbH JSOB2, Postfach 227 CH-8810 Horgen</p> <p>Phone: +41 44 659 64 88 (available 24 h) Fax: +41 44 659 64 17</p>
<p>24-hour customer service for emergencies:</p> <ul style="list-style-type: none"> • Information in the event of theft • Card blocking • Lost credit cards • General queries in emergencies 	<p>Phone: +41 44 659 66 66</p>
<p>Insurance and emergency assistance:</p> <ul style="list-style-type: none"> • Customer service • Information in medical emergencies • Claims processing 	<p>Allianz Global Assistance AWP P&C S.A., Saint Ouen Wallisellen branch Hertistrasse 2, CH-8304 Wallisellen</p>
<p>Inquiries regarding outstanding corporate card applications, e.g.:</p> <ul style="list-style-type: none"> • General queries • Application status • Queries regarding the application process • Changes of address for cards not issued yet • Queries regarding card delivery 	<p>Swisscard AECS GmbH JSON4, Postfach 227 CH-8810 Horgen</p> <p>Email: ap.commercial@swisscard.ch</p>
<p>American Express® Corporate Gold Travel Service For American Express Corporate Gold Cardmembers</p> <ul style="list-style-type: none"> • We book flights and hotel rooms. • We reserve a rental car for you. • We find travel offers for you that are perfectly tailored to your requirements. 	<p>Contact us for your next business trips on:</p> <p>Phone: +41 44 385 57 65 Monday to Friday from 08.30 a.m. to 5.30 p.m.</p>
<p>American Express® Corporate Platinum Travel & Lifestyle Service For American Express Corporate Platinum Cardmembers</p> <ul style="list-style-type: none"> • Assistance with business matters • Travel recommendations, travel planning and bookings • Arranging rental cars and vehicle transports • Assistance with difficult to obtain tickets and restaurant reservations 	<p>We are there for you round the clock. Contact us for your next business trips on:</p> <p>Phone: 00800 80 600 610 /+41 44 659 27 52 Monday to Friday from 08.30 a.m. to 5.30 p.m.</p>

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Contacts for card administrators (authorized persons)

<p>Operative inquiries and alterations regarding active basic accounts, e.g.:</p> <ul style="list-style-type: none"> • Statement and transactions • PIN code and issuing of cards • Cash withdrawal • Changes of address • General queries 	<p>Swisscard AECS GmbH JSOB2, Postfach 227 CH-8810 Horgen</p> <p>Phone: +41 44 659 64 88 Monday to Friday from 08.30 a.m. to 5.30 p.m.</p>
<p>Inquiries regarding outstanding basic accounts, e.g.:</p> <ul style="list-style-type: none"> • General queries • Application status • Queries regarding the application process • Changes of address for cards not issued yet • Queries regarding card delivery 	<p>Swisscard AECS GmbH JSON4, Postfach 227 CH-8810 Horgen</p> <p>Email: ap.commercial@swisscard.ch</p>
<p>Business Travel Account – inquiries regarding active and outstanding basic accounts, e.g.:</p> <ul style="list-style-type: none"> • General queries • Queries regarding outstanding basic account and card applications • Statement inquiries • Changes of address • Information regarding various bookings 	<p>Phone: +41 44 659 62 90 Fax: +41 44 659 64 17 Monday to Friday from 08.30 a.m. to 5.30 p.m.</p>
<p>vPayment – inquiries regarding active and outstanding basic accounts and VAN (Virtual Account Numbers), e.g.:</p> <ul style="list-style-type: none"> • Statement and transactions • Queries regarding tokens • Queries regarding the application process • Inquiries regarding activating the vPayment Account • Changes of address • General queries 	<p>Swisscard AECS GmbH JSOB2, Postfach 227 CH-8810 Horgen</p> <p>Phone: +41 44 659 64 88 Fax: +41 44 659 64 17 Monday to Friday from 08.30 a.m. to 5.30 p.m.</p>
<p>@Work – inquiries and amendments</p> <ul style="list-style-type: none"> • Queries about registration • Reporting • General queries <p>The telephone hotline is run by PA Servicing Germany and France.</p>	<p>CorporateOnlineSupport@aexp.com</p> <p>Phone: +41 44 654 54 67 (Opt. 1 German, Opt. 2 French)</p>

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Billing Support Files – inquiries and amendments

<p>Data File Enablement Team</p> <ul style="list-style-type: none"> • Contact for Swisscard customers • Creating and setting up new file data • BSF incl. establishing secure connections to American Express • Technical file support 	<p>CorporateOnlineSupport@aexp.com</p> <p>Phone: +41 44 654 54 67 (Opt. 1 German, Opt. 2 French)</p>
<p>Corporate Online Support Team (COS)</p> <ul style="list-style-type: none"> • Handling existing file data and troubleshooting 	<p>CorporateOnlineSupport@aexp.com</p>

Membership Rewards

<p>Registration for the program:</p> <p>The points can be redeemed online or by phone at any time personally by the cardmember.</p>	<p>Membership Rewards Team</p> <p>Phone: +41 44 659 69 99 Fax: +41 44 659 65 63 Monday to Friday from 8.30 a.m. to 5.30 p.m.</p> <p>americanexpress.ch/mrande</p>
<p>Information about the Membership Rewards program:</p> <ul style="list-style-type: none"> • Queries about registration • General queries 	<p>Phone: +41 44 659 69 99 Fax: +41 44 659 65 63 Monday to Friday from 8.30 a.m. to 5.30 p.m.</p> <p>americanexpress.ch/mruede</p>

¹ Except for fees, interest, back-charges, outstanding payments, cash withdrawals and spending on the lottery, betting or casinos.