THE BILLING INQUIRY PROCESS:
Frequently Asked Questions

How long does the process usually take?
We always try to resolve investigations in less than one month, but complex cases sometimes require additional time.

How does it affect my account?
We will remove the amount under review from your required payment due so that you do not have to pay the disputed amount while under investigation. Once the investigation is complete, depending on the outcome, the amount under review will be:
-replaced with credit issued by American Express or
-replaced with a credit from the merchant or
-reapplied to your account if the questioned charge is found to be valid.

Can I contact American Express if I'd like to cancel the investigation or have additional questions?
To cancel the investigation, please call the toll-free phone number on the back of your American Express Card and speak with a customer care professional. We are available 24/7. Any questions you have may be answered on our website at **www.americanexpress.com/inquirycenter**.

How will I know when the billing inquiry process is complete?
We will send you a communication explaining the outcome of the investigation and any effect it may have on your account.