



## Frequently Asked Questions

### Card Activation

**1. Why do I need to activate my American Express® Card now?**

American Express is taking extra steps to improve our fraud prevention methods. This is one of the measures we are taking to enhance the security of your Card Account.

**2. Which type of Card needs to be activated?**

Card activation is required for all Basic and Supplementary Cards, including Corporate Cards. This activation applies to all New, Renewal and Replacement Cards issued from 1 July 2012 onwards.

**3. Can I use my Card if I have not activated the Card?**

You will not be able to use your Card if it is not activated.

**4. When do I need to activate my Card?**

We encourage you to activate your Card immediately upon receipt. This way, you can start using the Card and enjoy the benefits right away.

**5. How do I activate my Card?**

To activate your Card:

- a. Log on to [www.americanexpress.com.sg/activate](http://www.americanexpress.com.sg/activate) or
- b. Call our Card Activation hotline at:
  - i. 1800 296 7722 (local) or +65 6296 7722 (from overseas) for Personal Cards
  - ii. 1800 296 7755 (local) or +65 6296 7755 (from overseas) for Corporate Cards

**6. Is activation immediate and can I use my Card immediately after activating it?**

Yes, Card Activation is immediate and you can start using the Card right away.

**7. Do I have to reactivate the Card that I am currently using?**

No. You do not need to activate any of your existing American Express Card. You only need to activate a Card that is issued to you from 1 July 2012 onwards.

**8. If I receive more than one Card after 1 July 2012, do I need to activate each Card separately?**

Yes, you will need to activate each new Card separately.

**9. Can I activate my Supplementary Card if the Basic Card has not been activated?**

Yes, you can still activate your Supplementary Card even if the Basic Card has not been activated.

**10. I have received a replacement / renewal Card; will my existing automatic monthly bill payments continue to be charged to my Card Account?**

We encourage you to notify the respective organizations as soon as you receive a new Card. This is to ensure that there are no disruptions to your ongoing bill payment arrangements.

**11. My card was damaged / lost and I have requested / received a replacement card. Do I need to activate it again?**

Yes. You will need to activate any new Card that is issued to you from 1 July 2012 onwards.