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do business

WITHOUT ITSM

Account ending: 12345

Dear ,

Log in

A Simpler, More Intuitive Digital Experience Is Coming

Thank you for being a valued Card Member.

We’re getting ready to upgrade our Card issuing platform and the technology that supports your American Express® Card to bring you a simpler, more seamless digital experience.

The enhanced experience will be available from **11 October 2026**. To access it, you will need to **update your Amex App or visit your online account and sign in using your existing American Express User ID and password**.

What you need to know

You will need your existing American Express User ID and password when you first sign in to the transformed Amex App.

If you’ve forgotten your password, we recommend resetting it now to have your login details ready when the enhanced experience becomes available.

What you need to do

Starting 11 October 2026, when you open the Amex App, you will see a notification that an update is available. Simply tap the notification to update your App using your existing login credentials. After the first login, you will be required to reset your password the next time you log in.

A simpler way to sign in

Once you are signed in, you’ll also have the option to set up **Biometric Passkey authentication**, if supported by your device. Passkey gives you a **faster, secure and convenient way to sign in on future visits**.
Select **Set up a Passkey** when prompted and follow the on-screen guidance.

Simply on completing these steps, you will be all set to enjoy a seamless online account experience.

We are working to ensure that this transition is smooth and easy for you. If any temporary service interruptions are required during the transition, we will notify you in advance and work closely with you to minimise any disruption and help you plan for any servicing needs.

In case you need any further assistance, you can simply chat with us through your App.

Warm regards,
American Express Banking Corp. India



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Online Account



Mobile App







INDIA'S MOST TRUSTED CREDIT CARD BRAND, 11 YEARS IN A ROW, ACCEPTED BY OVER 4.9 MILLION MERCHANTS

As per 2015, 2016, 2017, 2018, 2019, 2020, 2022, 2023, 2024, 2025 and 2026 Brand Trust Report in India by TRA Research (A Comniscient Group Company)

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