



Account ending: 12345

Dear ,

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A Simpler, More Intuitive Digital Experience Is Coming

Thank you for being a valued Card Member. We truly appreciate your continued relationship with us.

As we prepare for an upcoming upgrade to the technology that supports your American Express® Card, **some services and features may be temporarily unavailable from 7 October to 11 October 2026.**

To help you plan ahead and minimise any inconvenience during this period, we recommend completing any important or time-sensitive servicing activities that you may need before 7 October 2026.

Between 7 to 11 October 2026, some services and features¹ that will be temporarily unavailable.

Once the transition is complete, these features will be restored with your enhanced digital experience.

We regret any inconvenience as we work towards delivering a more seamless, digital-first experience and appreciate your patience and understanding as we make these changes to bring you a simpler, more seamless experience.

We will continue to keep you informed as we get closer to the transition about any other updates.

Warm regards,
American Express Banking Corp. India

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

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Important Information

- ¹Temporarily unavailable services and features include Supplementary Card services, updating contact details and marketing preferences, enrolment to Elite Tier Memberships and Direct Debit, Card replacement and addition, temporary Card blocking, PIN services, Membership Rewards® redemption, Airport Lounge Finder, American Express Chat, transaction security settings, User ID and password recovery, token management, online dispute submission, and access to statements and transactions.

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