



Account ending: 12345

Dear Customer,

Log in

Important Update to the Emergency Card Replacement Service

We are writing to inform you about an important update to the Emergency Card Replacement Service available on your Corporate Card program, effective 11 October 2026.

If a Card Members’ Card is lost or stolen while travelling internationally, our Emergency Card Replacement service helps arrange for a replacement Card to be delivered to their location. Currently, replacement Cards are delivered within 24-48 hours.

Effective 11 October 2026, the estimated delivery timeline will change to 7-10 business days. We understand the importance of receiving a replacement Card promptly while travelling and are actively working to improve delivery timelines wherever possible.

In case of any queries, please reach out to your Relationship Manager. Alternatively, you can contact the Program Administrator Servicing Helpline at 1800-4191177 / 0124-6702177 from Monday to Friday between 8:30 AM to 7:00 PM.

We appreciate your understanding as we make these changes and thank you for your continued trust in American Express.

Warm regards,
American Express Banking Corp. India

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