



Account ending: 12345

Dear Customer,

Log in

Enhancing your Business Travel Account (BTA) Experience

We are writing to inform you about upcoming enhancements to your American Express® Business Travel Account (BTA).

As part of our ongoing technology transformation, we are introducing new digital capabilities to make the day-to-day management of your BTA simpler and more efficient.

What’s changing?

New Corporate Self-Service Portal

A new self-service portal will be available to you and your Travel Management Company (TMC). Once this portal is live, you will have to create login credentials which will activate your account and enable you to:

- Receive activity notifications and alerts
- View billed and unbilled transactions on a T+1 basis
- Access and download up to 13 months of BTA Reconciliation Reports
- Allocate payments through file upload
- Raise queries with your TMC and receive responses digitally
- Raise disputes on billed transactions

Simplified Journey for Card Members

Card Members will be able to view and manage their BTA digital Card on the Amex app, allowing them to:

- Register and activate their BTA digital Card on the Amex app
- View the BTA digital Card details post setup on a dedicated link
- Securely access the BTA digital Card number, expiry date, CVV and 4CSC
- Modify transaction security settings
- Provide tokenisation consent digitally

There is no action required from you at the moment.

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.

Thank you for your continued partnership with American Express.

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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Important Information

- Updated Terms and Conditions applicable to your BTA Corporate Card program can be viewed [here](#).

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