



[APPLICANT FIRST AND LAST NAME]
Reference Number: *****INR

Important Update Regarding Your American Express® Card Application

Dear [Applicant Name],

Your application for an American Express® Card [Application ID: XXXXX] is currently pending. Despite our earlier reminders, we have been unable to complete the application process as the required information/action is still awaited.

We are currently upgrading our Card issuing platform and, as part of this transition, are temporarily pausing the acceptance and processing of existing unprocessed existing applications. As we are unable to complete your pending application during this period, **your application has been cancelled.**

Once the transition is complete and applications reopen, you are welcome to apply again for an American Express® Card. We would be pleased to consider your new application at that time.

There is no action required from you. We apologise for any inconvenience this may cause and appreciate your patience and understanding during this transition.

Warm regards,
American Express Banking Corp., India

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American Express Banking Corp., Cyber City, Tower 'C', DLF Building No. 8, Sector 25, DLF City Phase II, Gurgaon - 122002, Haryana.



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Account ending:

Dear Card Member,

Log In

Staying Secure: Update On How We Reach You

Your security is important to us. To help you identify genuine American Express® calls and stay protected from impersonation attempts, we have a dedicated number series for different types of communication.

Kindly note, all Card account servicing, transactional, fraud prevention, and complaint redressal calls will originate from numbers starting with '160'. All promotional calls will originate from numbers starting with '140'.

To stay protected from impersonation attempts, report suspicious activity through official channels.

- Report fraudulent communication received within 30 days on the 'Chakshu' portal at <https://sancharsaathi.gov.in/sfc>
- If the customer has already lost money due to financial fraud, or is a victim of cyber crime, please report at cyber crime helpline number '1930' or the website <https://www.cybercrime.gov.in>
- For spam and DND management, use your telecom provider's portal, the TRAI DND app, or call/SMS '1909'

To read this in your language, click [here](#).

Thank you for being a valued Card Member.

Warm regards,



Sanjay Khanna
Chief Executive Officer
American Express Banking Corp. India
Member Since 1996

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Dear,

Account ending: 12345

Login

CENTURION®

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