



Account ending:

Dear Card Member,

Log In

Complete your Video KYC



Thank you for your interest in the American Express® Platinum Card.

Your application [Application Number] is awaiting completion of your Video KYC (VKYC).

To continue with your application, please complete your VKYC here, along with any remaining application steps, by **27 September 2026**.

Please note that applications where VKYC has not been completed by this date **cannot be processed from 28 September 2026 onwards**.

We encourage you to complete the required steps by 27 September 2026 so we can continue processing your application.

Sincerely,
American Express Customer Care.

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