

CORPORATE SERVICES
EXPENSE MANAGEMENT SOLUTIONS

Welcome to the American Express® Corporate Meeting Card Program

Cardmember Benefits and Services



Congratulations. We are pleased to present to you the American Express Corporate Meeting Card. Designed to be a convenient and reliable meeting management expense tool, the Card is accepted at millions of locations worldwide and offers a wide range of business and travel benefits.

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24-hour Customer Service

Call toll free in the U.S.: 1-800-528-2122

Call collect from abroad: 623-492-5450

Or visit americanexpress.com/corporateservices



Welcome to American Express Corporate Meeting Cardmembership

You can count on the American Express Corporate Meeting Card to make managing meeting expenses more convenient and secure.

You can use your Corporate Meeting Card at any merchant on the American Express Card network. This accounts for almost 98% of your business-related meeting and travel expenses, including making a deposit, paying the hotel folio and on-site incidental expenses, booking airfare, and purchasing thank you and incentive gifts. In fact, millions of merchants, including major hotel properties, accept the American Express® Corporate Meeting Card worldwide.

When you make meeting-related purchases on the Card, managing your expenses is easy. Each month you'll receive one statement and make one payment. In addition, you'll be able to simplify the traditional credit application procedure with hotels; place pre-, on-site, and post-payments; and track and monitor your company's meeting payments over time for use in future negotiations with suppliers.

As a Corporate Meeting Cardmember you will receive FOCUS newsletter to provide you with information on program services and benefits, tips on optimizing usage of the Card and exclusive offers for valuable meeting amenities and discounts.

Whether you're at home or on the road, you can also take advantage of the Card's many benefits and services. The American Express Corporate Meeting Card offers protection when you're traveling, including valuable insurance benefits, as well as online account management and cash access.

For more information about the features and benefits of the Corporate Meeting Card, please call your Program Administrator or visit us at

www.americanexpress.com/meetingsolutions

Worldwide Customer Care & Travel Services

American Express Corporate Meeting Card Customer Service

Dedicated, courteous, and efficient service representatives are available 24 hours a day, seven days a week, to provide any assistance you require, including:

- Questions about Card benefits and services. We can help ensure you're getting the most from your Cardmembership.
- Billing inquiries. Please be sure to have your monthly statement on hand to help expedite your call.
- Replacement Card requests. If your Card is lost or stolen, a replacement will be issued and delivered to you (please see page 5 for information about emergency Card replacement and lost wallet assistance).

Call toll free in the U.S.: **1-800-528-2122**

Call collect from abroad: **623-492-5450**

Account information and servicing support are also provided online for your convenience through our free Manage Your Card Account service (see page 8 for more information). To enroll or log on, visit americanexpress.com/checkyourbill.

Worldwide Travel Services Network¹

For convenient travel services, visit one of the more than 1,700 American Express® Travel Services locations in over 130 countries worldwide. Friendly, helpful staff can assist you with all your business travel needs, from purchasing airline tickets to reserving hotel accommodations.

For the nearest American Express Travel Services location:

Call toll free in the U.S.: **1-800-528-2122**

Call collect from abroad: **715-343-7977**

Or visit americanexpress.com/travel

Assured Reservations²

Use your American Express Corporate Meeting Card to book your hotel room and we'll guarantee your room will be held for you until checkout time the following day. If for any reason your room isn't held, the hotel will provide you with a comparable or better room nearby, plus free transportation and phone service. This guarantee is honored at over 10,000 hotels and motels in the U.S. and Canada.

Global Assist Hotline³

When you're more than 100 miles from home, you can rely on our exclusive Global Assist Hotline in the event of an emergency. We can:

- Quickly refer you to English-speaking medical and legal professionals.
- Direct you to the nearest hospital, physician, dentist, optician, or open pharmacy.
- Coordinate transfers to appropriate medical facilities.
- Put you in contact with the nearest U.S. Embassy or Consulate.
- Arrange for the services of a translator.

The extraordinary services of the Global Assist Hotline have helped Corporate Meeting Cardmembers avoid considerable expense and anxiety. They are available to Cardmembers as well as accompanying spouses and children. You pay nothing for Global Assist except the costs incurred — doctor's bills, courier fees, etc.

The Global Assist Hotline is available 24 hours a day from anywhere in the world.

Call toll free in the U.S.: **1-800-554-AMEX (2639)**

Call collect from abroad: **715-343-7977**

Emergency Card Replacement

If you need a lost Corporate Meeting Card replaced quickly, Corporate Meeting Card Customer Service will arrange to have a new one in your hands — usually by the next business day. The Card can be delivered to you overnight or held for you at the nearest American Express Travel Services location.

Call toll free in the U.S.: **1-800-528-2122**

Call collect from abroad: **623-492-5450**

Emergency Lost Wallet Assistance

If your wallet is lost or stolen and you're stranded, Corporate Meeting Card Customer Service can provide emergency funds, arrange ongoing transportation, authorize credit charges for accommodations, and even provide temporary identification.

Call toll free in the U.S.: **1-800-528-2122**

Call collect from abroad: **623-492-5450**

Check-Cashing Privileges⁴

You can cash a personal check up to \$1,000 every seven days at American Express Travel Services locations in the U.S. — or every 21 days overseas. Simply present the Corporate Meeting Card and your check. What's more, when you pay for accommodations at participating hotels and motels in the U.S. and Canada with the Corporate Meeting Card, you can cash a personal check for up to \$250 (\$100 in other countries). And when you have a valid ticket within 48 hours, participating airline counters will cash a check for up to \$50. For additional information, call Corporate Meeting Card Customer Service.

Call toll free in the U.S.: **1-800-528-2122**

Call collect from abroad: **623-492-5450**

Financial Services

Flexible Spending Privileges⁵

With the Corporate Meeting Card, there is no pre-set limit on your spending unless otherwise set by your company. Purchases are approved based on past spending and payment patterns, as well as other factors.

Please note: For your protection, if a purchase appears to be out of your normal spending pattern, you may be called to the phone so we can confirm your identity. If you anticipate an out-of-pattern purchase, you can avoid a phone confirmation by contacting Corporate Meeting Card Customer Service in advance.

ATM Access

If your company participates in the Corporate Express Cash program, you can use the Corporate Meeting Card for cash access at over 600,000 Express Cash ATMs around the world. To find out if your company participates, contact your program administrator. For more information, including the location of the nearest Express Cash ATM, call the Express Cash hotline below.

Call toll free in the U.S.: **1-800-CASH-NOW (227-4669)**

Call collect from abroad: **336-393-1111**

Or visit americanexpress.com/expresscash

Corporate Travelers Cheques

If your company participates in the Corporate Travelers Cheques program, you can order Cheques by phone to be delivered directly to you.

American Express® Corporate Travelers Cheques are an easy way to pay for expenses that you cannot charge to the Corporate Meeting Card. Like all American Express

Travelers Cheques, Corporate Travelers Cheques are accepted worldwide and are fully refundable if lost or stolen. What makes American Express Corporate Travelers Cheques unique is you will not be billed for your Corporate Travelers Cheques until the Cheques are cashed. The charges will appear on the same statement as your other business expenses, making reconciliation easy.

To find out if your company participates in the Corporate Travelers Cheques program, contact your program administrator. To order Corporate Travelers Cheques, call the American Express Travelers Cheques hotline.

Call toll free in the U.S.: **1-800-284-6706**

Call collect from abroad: **801-945-5000 x49206**

Insurance Services

Business Travel Accident Insurance⁶

Business Travel Accident Insurance gives you up to \$350,000 in coverage during your business trips at no additional cost. You are automatically entitled to accidental death and dismemberment coverage when the Corporate Meeting Card has been used to purchase common carrier plane, boat, train or bus tickets (except rental cars and taxi fares) for a business trip. Coverage is limited to accidents and injuries occurring during your business trip. The plan also covers your spouse/domestic partner and dependent children traveling with you.

Business Travel Accident Insurance also provides up to \$100,000 coverage for personal trips when on a common carrier. Please see the enclosed description of coverage for details.

For more information, call **1-800-528-2122**

To file a claim, call **1-800-252-4670**

Baggage Insurance Plan⁷

The American Express® Card Baggage Insurance Plan automatically covers your baggage for up to \$1,250 for carry-on and up to \$500 for checked — in excess of the carrier's coverage — each time you use the Corporate Meeting Card to purchase common carrier plan, boat, train, or bus tickets (except rental cars and taxi fares). For more information or to file a claim, call the Baggage Insurance hotline

Call toll free in the U.S.: **1-800-645-9700**

Call collect from abroad: **303-273-6498**

Managing Your Account

Online Services⁸

Take advantage of a convenient way to access and update your account information through our free Manage Your Card Account online services. Once you enroll, you can log on to our secure Web site anytime to:

- Review and view recent statements as well as your most recent unbilled charges.
- Review account history for at least the past six months.
- Initiate charge inquiries and disputes.
- Sign up for e-alerts.
- Update your personal profile (address, phone number, etc.).
- Pay your bill online.⁹
- Complete a Standard Expense Report.¹⁰

To learn more about these and other time-saving online services or to enroll, visit:

americanexpress.com/checkyourbill.

Footnotes

- 1 *Worldwide Travel Services Network*. Not all services are available at all locations. All services are subject to local laws and cash availability.
- 2 *Assured Reservations*. If your plans change, call the hotel before 6pm (4pm at resorts) on the day of arrival or you will be billed for one night. Be sure to get a cancellation number for your records.
- 3 *Global Assist*. You must arrange all medical and visitor transportation. As Global Assist is an assistance service, we cannot reimburse you for expenses you incur on your own. Please refer to the Global Assist Summary of Coverage for additional details and restrictions.
- 4 *Check-Cashing Privileges*. When cashing personal checks at American Express Travel Service locations, you will receive up to \$200 in cash, the balance in American Express Travelers Cheques, subject to cash availability and local regulations.
- 5 *Flexible Spending*. Please note that some Corporate Meeting Cards may carry specific usage guidelines at the request of your company, or at the discretion of American Express.
- 6 *Business Travel Accident Insurance*. Coverage subject to terms, conditions and exclusions of Policy 6477-82-04. Coverage underwritten by Federal Insurance Company (a member of the Chubb Group of Insurance Companies), 15 Mountain View Road, Warren, New Jersey 07059. The spouse/domestic partner and dependent children of the Covered Person are covered when traveling with the Covered Person on business and at the request and expense of the Sponsoring Organization, and when separate Covered Transportation Costs are charged for the spouse/domestic partner and dependent children.
- 7 *Baggage Insurance*. Coverage subject to terms, conditions and exclusions of Policy AX0400. Coverage underwritten by AMEX Assurance Company, Administrative Offices, De Pere, WI.
- 8 *Online Services*. All Corporate Meeting Card accounts are eligible to enroll in Manage Your Card Account. Use of Pay by PC and Expense Report Services is subject to your company practices and policies.
- 9 *Pay by PC*. Pay by PC is available only for Corporate Meeting Cardmembers who send in their own individual payments. It is not available to those Corporate Meeting Cardmembers whose monthly payments are paid directly by the corporation. For more information, contact your program administrator.
- 10 *Expense Report*. Standard Expense Report applies only to the Corporate Meeting Card. Check with your program administrator or Accounting Department to see if your company has approved this expense report form.

American Express acts solely as sales agent for travel suppliers and is not liable for the actions or inactions of such suppliers. CST#1022318-10, TA-149 Registered Ohio Travel Agency, Washington UBI#600-469-694, ML-1192. TA-002 Registered Iowa Travel Agency. Information contained herein is current as of June 2004.

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