

CORPORATE EXPENSE  
MANAGEMENT SOLUTIONS

# The American Express® Corporate Meeting Card Programme

## 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 everywhere you see the American Express sign and offers a wide range of benefits for the company, the meeting planner, and the individual meeting attendees.



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# Welcome to the American Express Corporate Meeting Card Programme

The American Express Corporate Meeting Card is a payment tool specifically designed for managing meeting and event spend. By using the Corporate Meeting Card, you will be able to easily and quickly identify what your company is spending on meetings and events, streamline your invoice payments and in turn use that information to negotiate better deals with suppliers and set meetings and events policies within your company.

Like the American Express Corporate Card, you can use the Corporate Meeting Card at any merchant on the American Express Card network. This accounts for virtually all of your business-related meeting and travel expenses, including paying deposits, paying hotel bills, on-site incidental expenses, booking flights, and purchasing thank you or incentive gifts.

This brochure describes the most important features of the American Express Corporate Meeting Card. If you have any further questions, please contact our Customer Service team on 020 - 504 8700.

## The Basics of your Corporate Meeting Card Programme

The Corporate Meeting Card is designed to be flexible and easy to use, much like an American Express Corporate Card. Here's how to take full advantage of the Corporate Meeting Card programme:

- The Card can be used anywhere where American Express Cards are accepted.
- Based on your meeting planning needs, your Corporate Meeting Card spending limit has been determined jointly by your company and American Express. Please check with your Programme Administrator to determine what spending limit has been assigned to your Corporate Meeting Card (if applicable).

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- Instead of making multiple payments to suppliers, you can now use your Corporate Meeting Card to pay for all of your meeting planning needs, and American Express will pay those suppliers directly.
  - Your statement will either be sent directly to you or to a designated individual within your company. Please check with your company Programme Administrator regarding which option your company has chosen.

## Worldwide Customer Care

### American Express Corporate Meeting Card Customer Service

Courteous and efficient service representatives are available 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 and payment terms – Please be sure to have your monthly statement on hand to help speed up your call.
- Replacement Card requests – If your Card is lost or stolen, a replacement will be issued and delivered to you. Please call us immediately if your Card is lost or stolen on 020 - 504 8700.

### Managing your Account Online

For your convenience, you can now check your recent transactions and view your last three months' charges online by registering at: [www.americanexpress.nl/corporate](http://www.americanexpress.nl/corporate)



## Global Assist

Global Assist is a 24 hour hotline that provides you with valuable pre-trip information and worldwide assistance in a medical, legal or personal emergency. It provides information on passport, visa and inoculation requirements, customs regulations, currency exchange rates, climate, travel schedules, local doctors and translation services. It will also send urgent messages or medical information to friends, relatives or business associates during a medical or legal emergency. Call Global Assist on 020-504 8989.

## Corporate Meeting Card Insurance

Meeting and event planners are responsible for ensuring that the travel plans for numerous meeting and event attendees goes smoothly. When the Corporate Meeting Card is used, you can rest assured that the meeting and event attendees whose trips are charged to the American Express Corporate Meeting Card are covered.

The following cover is automatically provided when scheduled travel tickets are charged to the Corporate Meeting Card. Please familiarise yourself fully with the Summary of Benefits included within this brochure.

### Business Travel Accident Cover\*

This cover is automatically available to all travellers whose trips are charged to the Corporate Meeting Card. Travellers will be covered for accidental death or dismemberment arising as a result of an accident whilst travelling on common carrier. For the majority of bookings, each person for whom you charge a trip on the Corporate Meeting Card, will have insurance cover of € 250.000 each, with a maximum cover of € 7.000.000 resulting from a single event.



## Business Travel Baggage and Personal Possessions Cover\*

When the transportation costs to destinations outside of the traveller's country of residence are charged to the Corporate Meeting Card, the traveller is covered for loss, theft or damage to their luggage. From the moment the traveller leaves his or her home or office to when he or she returns, the traveller is covered for up to € 5.000 in total per covered trip. Please note that there is a single item limit of € 750 and this insurance does not cover the first € 150 of each claim.

\* If the total sum of all benefit amounts relating to a single event exceeds € 7.000.000, each benefit amount will be reduced pro rata such that the sum equals € 7.000.000.

## Financial Services

### Express Cash

Throughout the world there are more than 650,000 Express Cash Automated Teller Machines (ATMs) at your disposal, seven days a week, 24 hours a day. Every week you can withdraw a sum of up to € 700 in local currency (unless a specific limit has been set by your company). Express Cash is a worldwide network to which the most major banks are affiliated and works by using your American Express Corporate Meeting Card and your personal security code. Please consult your company's Programme Administrator to see whether your company allows Express Cash. In the Netherlands, you can go to all ABN AMRO and all Rabobank automated teller machines.

For more information regarding Express Cash, please telephone 020 - 504 8700.



## The choice is yours

The information we hold about you and your new Corporate Meeting Card account enables us to contact you by mail or telephone with special offers and details of other products and services we think may be of interest to you – and to carry out customer satisfaction surveys, unless otherwise instructed by your company.

On certain occasions, we may also allow other companies with whom we have marketing agreements to contact you by mail or telephone about goods and services we think are relevant to your needs.

We value these opportunities to tell you about suitable products or services and to gather your feedback on our quality of service.

However, we understand that you may not wish to be contacted or to receive details of these offers. If so, please complete the form opposite and post it to the address shown below. We will then ensure that you do not receive these communications in future.

Please post to:  
American Express Services Europe Limited,  
Corporate Services Operations  
Antwoordnummer 47808  
1070 VB Amsterdam

It is very important that you carefully read the terms and conditions of the Corporate Meeting Card which can be found back on our website  
[www.americanexpress.nl/corporate/termsandconditions](http://www.americanexpress.nl/corporate/termsandconditions).  
Your rights are subject to these terms and conditions. The information in this guide is complete and correct at the time of publication in October 2010.

## Useful telephone numbers

American Express Customer Service: (Monday – Friday 8.00-20.00 hours)	020 - 504 8700
American Express Customer Service Fax:	020 - 504 8001
Lost and stolen Cards:	020 - 504 8700
After office hours and weekends:	020 - 504 8666
Global Assist (24 hours):	020 - 504 8989
ACE Insurance N.V.:	010 - 289 3500
• Business Travel Accident Insurance	
Crawford & Company:	010 - 453 5502
• Business Travel Baggage and Personal Possessions Insurance	







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