



Frequently Asked Questions

Card Activation

1. Why do I need to activate my American Express® Card now?

American Express is taking extra steps to improve our fraud prevention methods. This is one of the measures we are taking to enhance the security of your Card Account.

2. Which type of Card needs to be activated?

Card activation is required for all Basic and Supplementary Cards, including Corporate Cards. This activation applies to all New, Renewal and Replacement Cards issued from 1 July 2012 onwards.

3. Can I use my Card if I have not activated the Card?

You will not be able to use your Card if it is not activated.

4. When do I need to activate my Card?

We encourage you to activate your Card immediately upon receipt. This way, you can start using the Card and enjoy the benefits right away.

5. How do I activate my Card?

To activate your Card:

- a. Log on to www.americanexpress.com.sg/activate or
- b. Call our Card Activation hotline at:
 - i. 1800 296 7722 (local) or +65 6296 7722 (from overseas) for Personal Cards
 - ii. 1800 296 7755 (local) or +65 6296 7755 (from overseas) for Corporate Cards

6. Is activation immediate and can I use my Card immediately after activating it?

Yes, Card Activation is immediate and you can start using the Card right away.

7. Do I have to reactivate the Card that I am currently using?

No. You do not need to activate any of your existing American Express Card. You only need to activate a Card that is issued to you from 1 July 2012 onwards.

8. If I receive more than one Card after 1 July 2012, do I need to activate each Card separately?

Yes, you will need to activate each new Card separately.

9. Can I activate my Supplementary Card if the Basic Card has not been activated?

Yes, you can still activate your Supplementary Card even if the Basic Card has not been activated.

10. I have received a replacement / renewal Card; will my existing automatic monthly bill payments continue to be charged to my Card Account?

We encourage you to notify the respective organizations as soon as you receive a new Card. This is to ensure that there are no disruptions to your ongoing bill payment arrangements.

11. My card was damaged / lost and I have requested / received a replacement card. Do I need to activate it again?

Yes. You will need to activate any new Card that is issued to you from 1 July 2012 onwards.