

Why are online purchases, contactless and Account access journey changing?

From 14 September 2019, a key part of the EU Revised Payment Service Directive (PSD2) is coming into effect. A key element of PSD2 is the introduction of additional security authentications for online transactions, known as strong customer authentication (SCA). Its focus on security means all Card issuers will need to verify a Cardmember's identity more often when making purchases online, in-store with contactless and when logging into his/her online Account.

For online Card payments, these requirements will apply to all American Express Cards issued in EU countries and the European Economic Area (EEA) and applies when used with an EEA merchant.

The EU countries are:

Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

The European Economic Area (EEA)

The EEA includes EU countries plus Iceland, Liechtenstein and Norway.

Who does PSD2 affect?

PSD2 impacts anyone involved in the buying and selling of goods and services in the EU. Consumers, financial institutions, and the payments industry including aggregators and account information service providers are all affected by PSD2.

How will Account login change?

Cardmembers will receive a verification request each time they access their Account online. When they log into their online American Express Account they will need their username and password as usual. Sometimes American Express may send them an extra verification request by text, email or push mobile notification* when they are trying to access certain parts of their account such as viewing their PIN.

In addition, SBS, Corporate Card, Corporate Meeting Card, Corporate Purchasing Card Cardmembers accessing their Online Account / CenterSuite / eBuilder and users of vPayment, Buyer Initiated Payments and FXIP portals will see more verification requests as well.

**available in UK & France*

What products are impacted by these changes?

At this point only, American Express Corporate Cards and Corporate Meeting Cards issued in the European Economic Area (EEA) are impacted by the changes to online transactions.

We will keep you informed of any further updates.

How will online payments change?

You'll see more of SafeKey®

SafeKey will appear during the checkout stage.

From 14 September 2019, Cardmembers will see SafeKey appear during the checkout stage more often. SafeKey helps protect against fraud while shopping online by confirming it's really the Cardmember making the purchase. Cardmembers will also receive verification requests by text, email or mobile push notification* more often, as they complete their online payments.

**available in UK & France*

How will contactless payments change?

Cardmembers may see more Chip and PIN.

Most of the time Cardmembers will be able to use their contactless Card as usual. However, they may sometimes be asked to enter their PIN. On these occasions, the terminal will ask the cardmember to place their Card into the card reader and enter their PIN.

If they forgotten their Card PIN, they can see it online*.

** Online functionality is available in all markets except Czech Republic, Denmark, Finland, Hungary, Poland & Gold Cardmembers in Sweden*

Corporate Exemptions to Strong Customer Authentication (SCA)

American Express acknowledges the industry wide challenges and is working towards minimising the friction for corporate travel payments. We are actively addressing and developing solutions to ensure compliance with the PSD2 Strong Customer Authentication (SCA) requirements. We believe that our lodged or virtual corporate products satisfy the corporate exemption criteria. We are taking full advantage of the corporate exemption as specified by the European Banking Authority's Strong Customer Authentication standards.

Exemptions

Not all transactions will require additional authentication, PSD2 defines certain transaction types to be either "Out of Scope" e.g. Mail Order / Telephone Order or "Exempt" e.g. Trusted Beneficiaries (Whitelisting).

American Express is responsible for ensuring the appropriate treatment is applied and this should be transparent to the Cardmember.



Does SCA apply to corporate customers who have recurring billing to pay their suppliers?

SCA is only required on initial transaction, subsequent transactions (i.e. the recurring billings) are exempted. There is no impact to existing set ups.

At what limit is SCA triggered online, when should a Cardmember expect to see it?

Current fraud thresholds range between €100, €250 and €500 and if a transaction, through a real-time risk assessment, is deemed to be low risk, an exemption could apply. Card transactions below €30 are considered low value and are generally exempt from authentication. The threshold is being reviewed on a quarterly basis and is subject to change.

Why do I need to update my contact details?

From 14 September 2019, two factor authentication is required for all Account users, Corporate Card and Corporate Meeting Card Cardmembers who transact online. The regulation is specific to the individual to whom the Card is registered with and is making the purchase. If requirements are not met, the issuer must decline the transactions. It is very important that we ensure we have your up to date email address and mobile number to send a one-time passcode as part of the transaction.

How do I update my contact details?

You can update your contact details in your online profile with Concur and/or travel agency and in your American Express Online Account by logging in to your online Accounts. Alternatively, you can call your American Express customer service team on the number on the back of your Card.

How will you use and store my contact details?

American Express takes your privacy seriously and we will not use your details for marketing purposes without your consent. Your details will be stored in accordance with our privacy policy which you can access via the American Express website in the Cardmember's country e.g.

americanexpress.com/uk/content/internet-privacy-statement.html

What is a verification code?

It is a 6-digit code sent via SMS and/or email that Cardmembers need to enter into the SafeKey or Online Access login screen to verify it's them. This layer of security lets us know it's them who are making the purchase, because we are sending the code to their registered contact details.

If my PA does the booking on my behalf, can I share my data?

When booking online, the Cardmember is only person who may use the Card and is responsible



for the authorisation of a transaction if the Card is in the Cardmembers' name. The verification code is sent to the registered contact details of the Cardmember.

If a PA makes a booking through a corporate travel management or corporate purchasing system on behalf of the Cardmember, the lodged Card scenario may apply (please refer to the answer to the lodged Card scenario below).

What is Express List?

Express List is a service we provide to American Express Cardmembers only, enabling Cardmembers to populate a list of merchants they trust and frequently shop with. By adding a merchant to their trusted Express List, they allow us to verify their identity or the validity of the use of their Card without sending them a code. When they add certain merchants to their trusted Express List, they will be sent fewer codes when making purchases while still getting the same protection that American Express always offers.

My Express List is a standard feature of the SafeKey journey.

When can I see Express List?

Express List is a standard feature of the Safekey journey.

SafeKey is able to identify some online purchases as eligible for an express journey based on your previous purchase history. In this instance SafeKey may not ask you to enter a one-time code during an online purchase but will still give you the same online security.

How do I set up Express List?

Cardmembers can set up Express List as part of a SafeKey journey. It will allow them to select individual merchants or the Cardmember can chose to 'select all' merchants presented to them (up to 100 merchants the Cardmember has previously spent at will appear on the Express List).

Will Cardmembers be able to manage their list of merchants in their Express List?

Cardmembers will be able to self-serve and manage their list of merchants in their Express List via their American Express Online Account in Austria, Belgium, France, Germany, ICC, Italy, Norway, Spain, Sweden*, The Netherlands & UK.

Cardmembers registered with non-American Express Online Accounts in Czech Republic, Denmark, Finland, Hungary, Poland & Sweden* will not be able to self-serve.

**Self-serve will be available later in the year and only if a Cardmember is registered with an American Express Online Account*

How do I register for an American Express Online Account?

You can create a new Online Account via the American Express website in the Cardmember's country e.g. www.americanexpress.com/uk



Do I need to register for American Express SafeKey?

You are automatically enrolled for American Express SafeKey. There is no additional step that you need to take for your existing Cards, when you get new Cards, or when you open additional new accounts other than ensuring your mobile phone number and/or email address on file with American Express is updated for all your American Express Cards.

This also includes Supplementary Cards* that you hold.

** Applies to SBS Cards only*

My transaction has failed. What do I need to do?

Different reasons could cause the failure of a transaction. When the verification code was entered incorrectly or some of the security questions have not been answered correctly, the access to SafeKey could be blocked. If the verification code wasn't entered correctly after three attempts, the transaction will expire. Technical issues in the payment service of the merchant could also interrupt the transaction. If your transaction is unsuccessful you will receive an on-screen notification.

Can I request another verification code?

You should ensure that your mobile phone and email messages are readily accessible before you start a transaction at a participating SafeKey merchant. You can re-request your verification code as often as you like during the ten-minute validity period.

You should delete your verification code once you have successfully completed the transaction with the merchant.

How do push notifications work when you have a personal and corporate American Express Card - as you can only have one Account login?

Mobile push notifications will only be sent to the specific American Express Card account that is registered in the American Express Mobile App. i.e. if the Cardmember has set up their Corporate Card in the App, they will be able to receive the push notifications for that specific card. However, if they have set up their Consumer Card account in the App instead, they won't be able to receive push notifications for their Corporate Card.

How quickly will I get my one-time passcode?

You will immediately receive a verification code to the email address and/or mobile phone number that American Express has on record for you (if we have those records). Your verification code is only valid for ten minutes from the time you submit your Card details to the merchant. If you do not complete your transaction during the ten minutes, you will need to restart the transaction with the merchant.

Will SCA impact the way I pay my bills?

No, there is no change to the way bills are paid.



Are replacement Cards impacted?

SCA will apply to all American Express Cards issued in the European Economic Area (EEA).

Is there any inactivity period to be taken into consideration when accessing Online Accounts?

The regulation specifies '...a maximum time without activity by the payer after being authenticated for accessing its payment account online shall not exceed five minutes...'

This applies to all impacted online portals (such as vPayment, Buyer Initiated Payments and FXIP portals), including a Cardmember's American Express Online Account.

How does SCA work when my Card is lodged with a TMC or with a Travel Booking tool?

The Financial Conduct Authority has acknowledged in its PSD2 guidance document that lodged or virtual corporate Cards, such as those used within an access-controlled corporate travel management or corporate purchasing system, would be within scope of the corporate exemption, provided certain criteria are met. We expect other regulators will take a similar view. As such, American Express intends to rely upon the corporate exemption for transactions initiated using these products and is working with regulators across the EEA to validate this position. Our primary consideration is to ensure that service to our merchants and Cardmembers continues as normal. Any change on this position will be socialised with our corporate clients.



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