

# 2 Ways to Contact American Express to Service your Account:

## Online & Email

Manage your account online – 24/7 by enrolling in Online Merchant Services on our website at [www.AmericanExpress.com/Merchant](http://www.AmericanExpress.com/Merchant)

### For help with:

- Bank Change or Update
- Dispute Inquiry or Chargeback
- Set Up or Add Locations
- Name/Address/Phone Change
- Order supplies or POP materials
- Request a statement
- Email us using our Secure Message Center

## Talk

If you need to speak with a Customer Care Professional directly or place an order for point-of-sale items, call us at:

**1-800-528-5200**

Hours of Operations: M-F 8:00am-8:00pm EST

**EXTERNAL**

## Additional resources:

- **Voice Authorizations**  
Voice Authorization System Issues or use Automated system to verify additional CM information.  
Fees may apply  
1-800-528-2121
- **1099K IRS Reporting issues** 1-855-738-1773
- **Data Security Operating Policy (DSOP)**  
Questions about Data Security, compliance, documentation management and issues 1-866-659-9016 or [AmericanExpressCompliance@trustwave.com](mailto:AmericanExpressCompliance@trustwave.com)
- **Report Fraud**  
Signature doesn't match or other questionable situations at point of sale. 1-800-528-2121 and report a Code 10
- **Order Point of Purchase Supplies and Decals**  
Complimentary Check Presenters, logos, and supplies. 1-800-528-5200 or place your order online at [www.americanexpress.com/decals](http://www.americanexpress.com/decals)
- **Merchant Policy**  
Information about your Card acceptance agreement, policy changes, etc., are available online at [www.americanexpress.com/merchantpolicy](http://www.americanexpress.com/merchantpolicy)
- **Online Technical Help Desk**  
Assist with navigation, registration and general information on Merchant Site and My Merchant Account/OMS tools 1-866-220-4272
- **Terminal Help Desk**  
Terminal support for issues, supplies, software support 1-800-851-5948

