

Dear Cardmember,

At American Express, we are committed to ensuring that our records are up to date with your most recent identification and contact details along with the supporting documents. In accordance with regulatory requirements, we are required to request our Cardmembers to verify and/or update this information every few years.

In view of the above, we kindly request you to complete the Cardmember Information Update Form ('the Form') and submit photocopies of the below set of documents:

- The first page of your current passport
- Emirates ID or Residence Permit
- An electricity bill or other utility bill, Govt. issued ID or page of tenancy agreement containing residential address (only required for Personal Cardmembers)
- One ID (National ID or first page of the current passport) for each Supplementary Cardmember, as applicable

While completing the Form, please insert the reference number shared with you via letter, email and/or SMS, against the field 'Reference Number'. Alternatively, you can call the number on the back of your Card and request for your reference number.

You can submit your signed Form along with the supporting documents to us through any of the following options:

- **Dropping off** your Form and the documents to your nearest **AMEX (Middle East) B.S.C. (c) - Emirates** local office
- Emailing scanned copies of your Form and documents to us at **kyc@americanexpress.ae**
- **Posting** your Form and documents to AMEX (Middle East) B.S.C. (c) - Emirates, Dubai Media City, P.O. Box 2390, Dubai, U.A.E.

Should you have any inquiries, please call the Customer Services number mentioned on the back of your Card and one of our Customer Service Representatives will be happy to assist you.

On behalf of American Express, we thank you for your cooperation and continued loyalty.

Yours faithfully,



Julia De Souza
Vice President – Operations and Servicing
Middle East & North Africa
Member Since 1999

عزيزي عضو البطاقة،

في أمريكا إكسبريس، نحن ملتزمون على الدوام بمراجعة سجلاتنا وتحديثها بأخر بيانات الاتصال والمستندات الثبوتية الخاصة بك. وبحسب الإجراءات المتبعة، فإننا ملزمون بالطلب من أعضاء بطاقتنا تأكيد و/أو تحديث هذه البيانات كل عدة سنوات.

بناءً عليه، نرجو منك تعبئة استمارة تحديث البيانات من أمريكا إكسبريس، والتي ستجدها في الجهة المقابلة من هذه الرسالة، إضافة إلى تسليم نسخ مصورة من المستندات المبينة أدناه:

- الصفحة الأولى من جواز سفرك الحالي
- الهوية الإماراتية أو الإقامة
- فاتورة الكهرباء أو إحدى فواتير الخدمات الأخرى، أو بطاقة هوية رسمية، أو نسخة من عقد الإيجار تتضمن عنوان السكن (لبطاقات الأفراد فقط)
- نسخة من الصفحة الأولى من جواز السفر أو بطاقة الهوية لكل عضو بطاقة تابعة

الرجاء ذكر رقم المراجعة الذي تم إرساله لك عبر البريد الإلكتروني أو الرسالة البريدية أو خدمة الرسائل القصيرة عند ملء الاستمارة في حقل 'Reference Number'. يمكنك أيضاً الاتصال بخدمات الزبائن على الرقم المذكور خلف بطاقتك وطلب رقم المراجعة الخاص بك.

يمكنك تسليم المستندات والاستمارة بعد توقيعها من خلال:

- زيارة أقرب مكتب تابع لأميكس (الشرق الأوسط) ش.م.ب. (مقفلة) - الإمارات وتسليمها شخصياً
- إرسال نسخ إلكترونية منها عبر البريد الإلكتروني على العنوان **kyc@americanexpress.ae**

• إرسالها عبر البريد إلى أميكس (الشرق الأوسط) ش.م.ب. (مقفلة) - الإمارات، مدينة دبي للإعلام، ص.ب. 2390، دبي، الإمارات العربية المتحدة

إذا كانت لديك أية استفسارات، أو لمزيد من المعلومات يرجى الاتصال بنا على الرقم المذكور خلف بطاقتك.

نيابة عن أمريكا إكسبريس، نشكر تعاونك معنا وولائك المستمر.

مع أطيب التمنيات،



جوليا دي سوزا
نائب الرئيس – العمليات وخدمة الزبائن
الشرق الأوسط وشمال أفريقيا
عضو منذ 1999

CARDMEMBER INFORMATION UPDATE FORM



Dear Cardmember,

Thank you for taking the time to complete the Cardmember Information Updated Form. We request you to carefully read the instructions, fill in the below details (in English) and sign on the Declaration Statement to indicate your acceptance.

1. IMPORTANT INSTRUCTIONS

The information you provide in this form will be used to verify and update the details listed on your American Express® Card Account issued by AMEX (Middle East) B.S.C. (c) – Emirates. This information may be used for further verification and authentication before it is updated against your previous available details with us. If updated after validation, this information will become effective within one month from the date of receipt.

2. ABOUT YOURSELF

Reference Number [this number/code will be provided to you via email/letter upfront. Alternatively, you may call the Customer Service number (mentioned on the back of your Card) to obtain the same].

List of products (Select your Card(s))

- The Centurion® Card The Platinum Card® The American Express® Platinum Credit Card
 The American Express® Gold Card The American Express® Gold Credit Card The American Express® Card
 The Dubai Duty Free American Express® Card Blue from American Express The American Express® Corporate Card

(Tick Here) I certify that the following information stated in this form will apply to all of the Cards selected above.

Title Mr Mrs Miss Ms Other

Full Name

Date of Birth Nationality

Passport No.*

ID No.* (Emirates ID or Residence Permit Number (Iqama))

*Please attach copy of your passport and ID. If you are a GCC national, please provide your respective GCC national ID. For other nationalities, please provide national ID of the country you are residing in or residence permit (Iqama) in case you do not hold a national ID.

3. CONTACT DETAILS (CURRENT)

Residential Address*

City Country

*Please attach an electricity bill or other utility bill/Govt. issued ID containing residential address/page of tenancy agreement showing residential address (only required for Personal Cardmembers)

Tick here if Billing Address is the same as Residential Address, otherwise provide the billing address below

Billing Address

City Country

Home Tel. No. (with area code)

Mobile Tel. No. (with area code)

Other Tel. No. (with area code)

Email (1)

Email (2)

I am holding an American Express Corporate Card and wish to have separate Billing Address/Contact Details for it (please fill-in the below):

Billing Address

City Country

Mobile Tel. No. (with area code)

Other Tel. No. (with area code)

Email

4. EMPLOYMENT DETAILS

Current Employment Status

Employed Self-Employed Please specify nature of business Retired Unemployed

Company Name

Company Address

Job Title

Office Tel. No. (with area code)

Source of Funds* (select all that apply) Salary Income Business/Profession Income Other Income (please specify)

*only required for Personal Cardmembers.

5. SUPPLEMENTARY CARDMEMBER DETAILS (ONLY IF APPLICABLE)

1. Title Mr Mrs Miss Ms Other

Full Name

Date of Birth Nationality

ID No. (e.g. Emirates ID or Residence Permit Number (Iqama)) or Passport No.*

Mobile/Tel. No. (with area code)

Email

2. Title Mr Mrs Miss Ms Other

Full Name

Date of Birth Nationality

ID No. (e.g. Emirates ID or Residence Permit Number (Iqama)) or Passport No.*

Mobile/Tel. No. (with area code)

Email

3. Title Mr Mrs Miss Ms Other

Full Name

Date of Birth Nationality

ID No. (e.g. Emirates ID or Residence Permit Number (Iqama)) or Passport No.*

Mobile/Tel. No. (with area code)

Email

4. Title Mr Mrs Miss Ms Other

Full Name

Date of Birth Nationality

ID No. (e.g. Emirates ID or Residence Permit Number (Iqama)) or Passport No.*

Mobile/Tel. No. (with area code)

Email

5. Title Mr Mrs Miss Ms Other

Full Name

Date of Birth Nationality

ID No. (e.g. Emirates ID or Residence Permit Number (Iqama)) or Passport No.*

Mobile/Tel. No. (with area code)

Email

*Please attach copy of passport or ID. If you are a GCC national, please provide your respective GCC national ID. For other nationalities, please provide national ID of the country you are residing in or residence permit (Iqama) in case you do not hold a national ID.

6. DECLARATION STATEMENT

I hereby declare that the information provided by me in this form is true and correct and I am aware that it will be used to verify and update the applicable details listed on all the American Express® Card number(s) issued under my name by AMEX (Middle East) B.S.C. (c) – Emirates. I further declare that I shall promptly advise AEME if there are any changes to this information. I am aware that the above information is critical to maintain my Cardmembership with AEME. I authorise any correspondences originating from AEME, including the Statement of Account and other mailed items, couriered parcels, emails, and outbound phone calls, to be carried out using the details I have specified above. I am fully aware of the sensitivity of the above information and I acknowledge that should there be any discrepancies between the details I have specified above and any details provided in conjunction with a transaction (i.e. following an online transaction, mail order, and/or any other transaction in which Cardmembership contact details must be verified), the transaction may be declined as erroneous unless I rectify them with the details I have specified above. I am aware that the above information is critical to maintain my Card Account and/or contractual obligation with AMEX (Middle East) B.S.C. (c) – Emirates and failure to timely update the information may result in suspension and/or termination of my Card Account.

BASIC CARDMEMBER SIGNATURE

X

DATE