



# AMEX (Middle East) B.S.C.

## Geo-location Restriction Service - Bahrain

### FAQs

#### 1. What is Geo-location Restriction Service?

Geo-location Restriction Service allows AMEX (Middle East) B.S.C. Cardmembers to block the transactions in selected countries and update the list of countries where they do not wish to transact on ATM and Point of Sale (POS).

#### 2. Is this service applicable on all ATM and Point of Sale (POS) transactions?

No, the block will be applicable on ATM and Point of Sale (POS) transactions in particular countries only that were added in the blocked country list through the Geo-location Restriction Service.

#### 3. Are online transactions also treated as “Card Present” transactions?

No, online transactions are not considered as Card Present transactions; therefore it will not be affected. This service will only be applicable on ATM and Point of Sale (POS) transactions.

#### 4. Is there any constraint placed on certain countries to allow or block through Geo-location Restriction Service?

No. All countries are listed in the Geo-location Restriction Service, and can be blocked upon your request.

#### 5. What do I have to do if I wish to enable or disable the Geo-location Restriction Service?

Please call the number on the back of your Card and one of our Representatives will be happy to assist you with your request.

#### 6. Can I limit the restriction to either Basic or Supplementary Card?

Yes you can. The restriction will be applied for each Card separately.



**7. How long the Geo-location Restriction will be valid for?**

This will be valid until the end date provided by you at the time of setup, to a maximum of 6 months.

**8. Can I permanently activate the Geo-location Restriction Service?**

No, the restriction can be applied for 6 months at a stretch, an end date must be provided by you at the time of setup. If you would like to plan to restrict beyond 6 months, you may contact Customer Services at the end of the 6<sup>th</sup> month to re-activate the service.

**9. If I enable the Geo-location Restriction Service on my Basic Card, will this automatically apply on all Supplementary Cards under my Card Account?**

No. Geo-location Restriction has to be enabled separately on each Card.

**10. Can a Supplementary Cardmember request for the Geo-location Restriction Service?**

No, only Basic Cardmember can request the Geo-location Restriction Service for both Basic and Supplementary Cards.

**11. What should I do if I notice or report a suspicious transaction?**

Please notify us immediately by contacting our 24/7 Customer Services on the number available on the back of your Card.