



# Share your Feedback

**Dear Cardmember,**

At American Express® it has always been our endeavor to continuously enhance the quality of our products and services. In order to be able to serve our Cardmembers in the best possible manner, your thoughts, experiences and concerns are important to us and we encourage you to share them with us. Should you have any ideas on how we can enhance your Cardmember experience, or if for any reason you are not entirely satisfied with any aspect of our products and services, we would welcome the opportunity to hear from you via any of the following channels:

## **Call or Email**

We are available 24 hours a day, 7 days a week to provide you with any assistance you may need. Please allow us the opportunity to help resolve your concerns and put matters right by contacting the concerned Departments mentioned below on:

<b>Customer Services</b>	(+973) 17 557755	<a href="mailto:customer.contact@americanexpress.com.bh">customer.contact@americanexpress.com.bh</a>
<b>Corporate Card Unit</b>	(+973) 17 557243	<a href="mailto:cfeedback@americanexpress.com.bh">cfeedback@americanexpress.com.bh</a>
<b>Platinum Services</b>	(+973) 17 557788	<a href="mailto:platinum@americanexpress.com.bh">platinum@americanexpress.com.bh</a>

## **Write**

You also have the option to write to us in detail to the following address:

**Mrs. Fatima Hassan**  
**Head of Customer Experience**

AMEX (Middle East) B.S.C. (C)  
PO Box 5990, Seef District  
Manama, Kingdom of Bahrain

Your feedback/concern will be transferred to and handled by the concerned Department within our Head Office in Bahrain. We will acknowledge receipt of your communication within 3 days and that review of the same is under process. If we are unable to resolve your concern/ complaint within 15 days of its receipt, we will advise you of the same, send you a written explanation of the status of the matter raised by you and endeavor to resolve the same within another 15 days or at the earliest possible. In case you are not satisfied with our response/ proposed solution, we shall advise you further on how to escalate your concern further within American Express.

You also have the right to submit your concern/complaint directly to the relevant Lebanese administrative or judicial authorities at any time.