

Frequently Asked Questions about Amex Offers

A. About Amex Offers

What is Amex Offers?

Amex Offers helps Card Members earn rewards on purchases for things they love. The program gives eligible Card Members the opportunity to earn rewards typically after the Card Member makes purchases at select merchants or within specific industries (depending on the Amex Offer). Rewards can be earned in the form of Statement Credits (as a statement credit back on a purchase or as a % back in the form of a statement credit on a purchase); or Membership Rewards® points, Delta SkyMiles®, Hilton Honors Points, or Marriott Bonvoy® points on qualifying purchases. The reward is dependent on the offer and Card type.

Which American Express® Cards are eligible for Amex Offers?

- Any valid US American Express Consumer Card issued by American Express, Business Card from American Express OPEN® or registered American Express Serve® Card or Bluebird® Card is eligible to participate in Amex Offers using an americanexpress.com account.
- Any valid American Express Card issued in the US by a third party pursuant to a license from American Express is eligible to participate in Amex Offers through CONNECT.

Please note that Cards issued directly by American Express cannot enroll in Amex Offers through CONNECT.

- Not Eligible: American Express® Corporate Cards, American Express® Gift Cards and Prepaid Cards are not eligible to participate. Please see [Program Terms & Conditions](#) for more information.

How do I get started with Amex Offers?

There are a few ways you can get Amex Offers.

If you have an American Express Card issued by American Express, you can:

- Log into your account on americanexpress.com and go to the “Amex Offers and Benefits” tab. If you don’t have an online account, you can create one by following the instructions at americanexpress.com. Once you create your account, new offers will appear on the “Amex Offers and Benefits” tab once you log in.
- Download the Amex Mobile app for iPhones and Android phones and log in with the same information you use for your account on americanexpress.com. To find offers, tap the “Offers” button located at the bottom of the page.
- Visit <https://www.americanexpress.com/us/network/shopping.html> to access Amex Offers in CONNECT

Can I participate in Amex Offers with more than one American Express Card?

If you manage multiple Cards on your americanexpress.com account, only one of the eligible Cards will be able to take advantage of an offer. You can only add an Amex Offer to an eligible American Express Card once.

Who do I contact if I have questions about the program or need help?

If you have a US Card issued by American Express, you can chat with us. Go to amex.co/chatnow and log in to your American Express online account using your americanexpress.com User ID and Password and click on “Chat” to chat live with a Customer Care Professional.

If you have a Card issued by a licensed third-party financial institution or a registered American Express Serve® Card or Bluebird® Card, please call the number on the back of your Card to speak with a Customer Service Representative.

B. Adding Offers to Your Card

How do I find and add Amex Offers to my Card?

There are various ways to find and add Amex Offers to your eligible Card. A guide for select channels can be found below:

Channel: American Express® App:

- Launch the Amex® App and log in to your account.
- Navigate to the "Offers" tab.
- Click the "+" button next to the offer to add it to your eligible Card.

Channel: Americanexpress.com

- Log in to your account online at americanexpress.com.
- Click "View All" in the "Amex Offers & Benefits" section.
- Click the "Add to Card" button next to the offer to add it to your eligible Card.

Amex Offers can also be accessed through the following channels: Email, Phone, Serve (mobile and web), and Bluebird (mobile and web).

I received a replacement Card. How do I re-enroll in Amex Offers?

C. Redeeming Offers

How and when will I get credit for my Amex Offer?

If I make a return and a statement credit or points are reversed, am I still eligible for the Amex Offer?

If you make a purchase and return the merchandise, we reserve the right to reverse the statement credit or points. If the statement credit or points have been reversed and the offer has not expired, you can still take advantage of the offer if you make another qualifying purchase and meet the offer terms.

I made a purchase before I added the Amex Offer to my Card. Will that purchase qualify for the statement credit or points?

I added an Amex Offer to my Card but used a different Card for the purchase. Will I still get the statement credit or points?

Does the purchase have to be one single purchase or can multiple purchases qualify for the statement credit or points?

Is there a maximum number of extra points I can get with an Amex Offer?

Does redeeming an Amex Offer impact the rewards that I might otherwise earn for a qualifying purchase with my Card? What about finance charges?

What if I make a qualifying purchase in a foreign transaction?

†Terms and Conditions

Amex Offers

Eligible Card Members can redeem an Amex Offer by first enrolling in the offer in their online account or in the American Express® App and then using their enrolled Card to pay. Only U.S.-issued American Express Consumer and Business Cards may be eligible. You may not be eligible to access Amex Offers if we, in our sole discretion, determine that you have previously engaged in abuse, misuse or gaming of the Amex Offers program. Offers are also available to Additional Card Members and available offers may vary for each eligible Card Member. Please review the terms of each offer for details on how to redeem. For full Program Terms, visit www.americanexpress.com/us/amexoffersterms/.

*Represents the average aggregate value that US-issued Proprietary Consumer Card Members who enrolled in Amex Offers in 2023 could have earned in Statement Credits if they had made qualifying purchases at select merchants.

American Express® App

iOS and Android only. See app store listings for operating system info.

Ray-Ban

Enrollment limited. Must first add offer to Card and then use same Card to redeem. Only U.S.-issued American Express® Cards are eligible. Limit 1 enrolled Card per Card Member across all American Express offer channels. Your enrollment of an eligible American Express Card for this offer extends only to that Card. Offer valid in-store at US locations and online only at US website ray-ban.com/usa. Excludes eye exams, and authorized retailers. Not valid on purchases shipped outside of the US. See merchant website for shipping policy. Some merchants may not ship to all areas. Offer is non-transferable. Valid only on purchases made in US dollars. Limit of 2 statement credits (total of \$60 back) per Card Member. You may not receive the statement credit if we receive inaccurate information or are otherwise unable to identify your purchase as qualifying for the offer. For example, you may not receive the statement credit if (a) the merchant uses a third-party to sell their products or services; or (b) the merchant uses a third-party to process or submit your transaction to us (e.g., using mobile or wireless card readers); or (c) you choose to make a purchase using a third-party payment account or make a purchase using a mobile or digital wallet. Purchases may fall outside of the offer period in some cases due to a delay in merchants submitting transactions to us or if the purchase date differs from the date you made the transaction (for example, the purchase date for online orders may be the shipping date). Statement credit will appear on your billing statement within 90 days after 9/6/2024, provided that American Express receives information from the merchant about your qualifying purchase. Note that American Express may not receive information about your qualifying purchase from merchant until all items/services from your qualifying purchase have been shipped/provided by merchant. Statement credit may be reversed if qualifying purchase is returned/cancelled. If American Express does not receive information that identifies your purchase as qualifying for the offer, you will not receive the statement credit. Limit 1 enrolled Card per American Express Card online account. The enrolled Card account must be active, not past due, canceled, or have a returned payment

outstanding to receive statement credits. Any benefit earned from this offer is in addition to the rewards (i.e. Membership Rewards or cash back) earned as part of your existing Card benefits, but your ability to earn spend-based rewards for the purchase will be based on the amount after any statement credit or other discount is applied. Amex Offers are available for varying and limited periods of time and are dynamic and personalized. If you navigate away from the Amex Offers page, you may see different offers when you return. For questions regarding your Card Account, please call the number on the back of your Card. By adding an offer to a Card, you agree that American Express may send you communications about the offer. POID: K7HB:0001

MAX - Stream HBO, Movies, News, Sports - Annual Subscription

Enrollment limited. Must first add offer to Card and then use same Card to redeem. Only U.S.-issued American Express® Cards are eligible. Limit 1 enrolled Card per Card Member across all American Express offer channels. Your enrollment of an eligible American Express Card for this offer extends only to that Card. Offer valid on an annual subscription purchased online only at US website max.com. Please note if you purchase a subscription, unless you notify the merchant that you want to pause, cancel, or that you do not want to auto renew, your subscription will automatically renew for another subscription period (subject to applicable law) of equal length (annually). This means that the merchant will collect the then-applicable subscription fee and any taxes by charging a credit card the merchant has on record for you without notifying you, unless notification is required by applicable law. Purchases may not qualify if not billed directly by the merchant. For example, if you purchased your subscription through a third party device/digital platform, you may get billed by the party you signed up with, and not directly by the merchant. Offer is non-transferable. Valid only on purchases made in US dollars. Limit of 1 statement credit per Card Member. You may not receive the statement credit if we receive inaccurate information or are otherwise unable to identify your purchase as qualifying for the offer. For example, you may not receive the statement credit if (a) the merchant uses a third-party to sell their products or services; or (b) the merchant uses a third-party to process or submit your transaction to us (e.g., using mobile or wireless card readers); or (c) you choose to make a purchase using a third-party payment account or make a purchase using a mobile or digital wallet. Purchases may fall outside of the offer period in some cases due to a delay in merchants submitting transactions to us or if the purchase date differs from the date you made the transaction (for example, the purchase date for online orders may be the shipping date). Statement credit will appear on your billing statement within 90 days after 9/30/2024, provided that American Express receives information from the merchant about your qualifying purchase. Note that American Express may not receive information about your qualifying purchase from merchant until all items/services from your qualifying purchase have been shipped/provided by merchant. Statement credit may be reversed if qualifying purchase is returned/cancelled. If American Express does not receive information that identifies your purchase as qualifying for the offer, you will not receive the statement credit. Limit 1 enrolled Card per American Express Card online account. The enrolled Card account must be active, not past due, canceled, or have a returned payment outstanding to receive the statement credit. Any benefit earned from this offer is in addition

to the rewards (i.e. Membership Rewards or cash back) earned as part of your existing Card benefits, but your ability to earn spend-based rewards for the purchase will be based on the amount after any statement credit or other discount is applied. Amex Offers are available for varying and limited periods of time and are dynamic and personalized. If you navigate away from the Amex Offers page, you may see different offers when you return. For questions regarding your Card Account, please call the number on the back of your Card. By adding an offer to a Card, you agree that American Express may send you communications about the offer. POID: K7GF:0001

EsteeLauder.com - Makeup, Skincare + Fragrances

Enrollment limited. Must first add offer to Card and then use same Card to redeem. Only U.S.-issued American Express® Cards are eligible. Limit 1 enrolled Card per Card Member across all American Express offer channels. Your enrollment of an eligible American Express Card for this offer extends only to that Card. Offer valid online only at [esteelauder.com](https://www.esteelauder.com). Not valid on purchases shipped outside of the US. Excludes purchases made in-store or through third-party retailers. Not valid on purchases of e-gift cards. Offer is non-transferable. Valid only on purchases made in US dollars. Limit of 1 statement credit per Card Member. You may not receive the statement credit if we receive inaccurate information or are otherwise unable to identify your purchase as qualifying for the offer. For example, you may not receive the statement credit if (a) the merchant uses a third-party to sell their products or services; or (b) the merchant uses a third-party to process or submit your transaction to us (e.g., using mobile or wireless card readers); or (c) you choose to make a purchase using a third-party payment account or make a purchase using a mobile or digital wallet. Purchases may fall outside of the offer period in some cases due to a delay in merchants submitting transactions to us or if the purchase date differs from the date you made the transaction (for example, the purchase date for online orders may be the shipping date). Statement credit will appear on your billing statement within 90 days after 9/10/2024, provided that American Express receives information from the merchant about your qualifying purchase. Note that American Express may not receive information about your qualifying purchase from merchant until all items/services from your qualifying purchase have been shipped/provided by merchant. Statement credit may be reversed if qualifying purchase is returned/ cancelled. If American Express does not receive information that identifies your purchase as qualifying for the offer, you will not receive the statement credit. Limit 1 enrolled Card per American Express Card online account. The enrolled Card account must be active, not past due, canceled, or have a returned payment outstanding to receive the statement credit. Any benefit earned from this offer is in addition to the rewards (i.e. Membership Rewards or cash back) earned as part of your existing Card benefits, but your ability to earn spend-based rewards for the purchase will be based on the amount after any statement credit or other discount is applied. Amex Offers are available for varying and limited periods of time and are dynamic and personalized. If you navigate away from the Amex Offers page, you may see different offers when you return. For questions regarding your Card Account, please call the number on the back of your Card. By adding an offer to a Card, you agree that American Express may send you communications about the offer. POID: K89E:0001