



Platinum Card®

RAJ NARAYANAN
Closing Date 05/03/20



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Account Ending 5-69001

New Balance	\$3,981.75
Amount Due	\$190.54
Payment Due Date	05/28/20 ‡

‡ **Late Payment Warning:** If we do not receive your payment by the Payment Due Date of 05/28/20, you may have to pay a late fee of up to \$40.00.

Membership Rewards® Points

Available and Pending as of 03/31/20

366,529

For up to date point balance and full program details, visit membershipewards.com

Account Summary

Previous Balance	\$4,134.99
Payments/Credits	-\$2,522.10
New Charges	+\$1,818.86
Fees	+\$550.00

New Balance	\$3,981.75
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Days in Billing Period: 30

Customer Care

Pay by Computer
americanexpress.com/pbc

Customer Care	Pay by Phone
1-800-525-3355	1-800-472-9297

See page 3 for additional information.

See page 2 for important information about your account.

Please refer to the **IMPORTANT NOTICES** section for any changes to your Account terms and any other communications on [pages 7 - 17](#).

Your billing inquiry is under investigation. **No payment on the amount under review of \$3,791.21 is required at this time.** To view the status of your investigation, please visit us at americanexpress.com/inquirycenter.

↓ Please fold on the perforation below, detach and return with your payment ↓

Payment Coupon
Do not staple or use paper clips

Pay by Computer
americanexpress.com/pbc

Pay by Phone
1-800-472-9297

Account Ending 5-69001

Enter 15 digit account # on all payments.
Make check payable to American Express.

RAJ NARAYANAN
8 HEATHER LN
GLEN ROCK NJ 07452

Payment Due Date
05/28/20
Amount Due
\$190.54

See reverse side for instructions
on how to update your address,
phone number, or email.

AMERICAN EXPRESS
P.O. BOX 1270
NEWARK NJ 07101-1270



0000349992220508608 000398175000019054 02 4

Payments: Your payment must be sent to the payment address shown on your statement and must be received by 5 p.m. local time at that address to be credited as of the day it is received. Payments we receive after 5 p.m. will not be credited to your Account until the next day. Payments must also: (1) include the remittance coupon from your statement; (2) be made with a single check drawn on a US bank and payable in US dollars, or with a negotiable instrument payable in US dollars and clearable through the US banking system; and (3) include your Account number. If your payment does not meet all of the above requirements, crediting may be delayed and you may incur late payment fees and additional interest charges. Electronic payments must be made through an electronic payment method payable in US dollars and clearable through the US banking system. If we accept payment in a foreign currency, we will convert it into US dollars at a conversion rate that is acceptable to us, unless a particular rate is required by law. Please do not send post-dated checks as they will be deposited upon receipt. Any restrictive language on a payment we accept will have no effect on us without our express prior written approval. We will represent to your financial institution any payment that is returned unpaid.

Permission for Electronic Withdrawal: (1) When you send a check for payment, you give us permission to electronically withdraw your payment from your deposit or other asset account. We will process checks electronically by transmitting the amount of the check, routing number, account number and check serial number to your financial institution, unless the check is not processable electronically or a less costly process is available. When we process your check electronically, your payment may be withdrawn from your deposit or other asset account as soon as the same day we receive your check, and you will not receive that cancelled check with your financial account statement. If we cannot collect the funds electronically we may issue a draft against your deposit or other asset account for the amount of the check. (2) By using Pay By Computer, Pay By Phone or any other electronic payment service of ours, you give us permission to electronically withdraw funds from the deposit or other asset account you specify in the amount you request. Payments using such services of ours received after 8:00 p.m. MST may not be credited until the next day.

How We Calculate Your Balance: We use the Average Daily Balance (ADB) method (including new transactions) to calculate the balance on which we charge interest for Pay Over Time and/or Cash Advance balances on your Account. Call the Customer Care number on page 3 for more information about this balance computation method and how resulting interest charges are determined. *The method we use to figure the ADB and interest results in daily compounding of interest.*

Paying Interest: If you have a Pay Over Time and/or Cash Advance balance, your due date is at least 25 days after the close of each billing period. We will begin charging interest on transactions added to a Pay Over Time balance as of the date they are added. However, we will not charge interest on charges added to a Pay Over Time balance automatically (*for example, Pay Over Time Travel and Pay Over Time Direct*) if you pay the Account Total New Balance by the due date each month. We will, however, charge you interest on cash advances beginning on the transaction date.

Foreign Currency Charges: If you make a Charge in a foreign currency, we will convert it into US dollars on the date we or our agents process it. We will choose a conversion rate that is acceptable to us for that date, unless a particular rate is required by law. The conversion rate we use is no more than the highest official rate published by a government agency or the highest interbank rate we identify from customary banking sources on the conversion date or the prior business day. This rate may differ from rates in effect on the date of your charge. Charges converted by establishments will

be billed at the rates such establishments use.

Credit Balance: A credit balance (designated CR) shown on this statement represents money owed to you. If within the six-month period following the date of the first statement indicating the credit balance you do not request a refund or charge enough to use up the credit balance, we will send you a check for the credit balance within 30 days if the amount is \$1.00 or more.

Credit Reporting: We may report information about your Account to credit bureaus. Late payments, missed payments, or other defaults on your Account may be reflected in your credit report.

What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, write to us at:

American Express, PO Box 981535, El Paso TX 79998-1535

You may also contact us on the Web: www.americanexpress.com

In your letter, give us the following information:

- **Account information:** Your name and account number.

- **Dollar amount:** The dollar amount of the suspected error.

- **Description of Problem:** If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us within 60 days after the error appeared on your statement.

You must notify us of any potential errors in writing [or electronically]. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question.

While we investigate whether or not there has been an error, the following are true:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.

- The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.

- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.

- We can apply any unpaid amount against your credit limit.

Your Rights If You Are Dissatisfied With Your Credit Card Purchases

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these is necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)

2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.

3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing or electronically at:

American Express, PO Box 981535, El Paso TX 79998-1535

www.americanexpress.com

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent.

Change of Address, phone number, email

- Online at www.americanexpress.com/updatecontactinfo
- Via mobile device
- Voice automated: call the number on the back of your card
- For name, company name, and foreign address or phone changes, please call Customer Care

Please do not add any written communication or address change on this stub

Pay Your Bill with AutoPay

Deduct your payment from your bank account automatically each month.

- Avoid late fees
- Save time

Visit americanexpress.com/autopay today to enroll.

For information on how we protect your privacy and to set your communication and privacy choices, please visit www.americanexpress.com/privacy.

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**Customer Care & Billing Inquiries**
International Collect
Large Print & Braille Statements
Cash Advance at ATMs Inquiries1-800-525-3355
1-954-473-2123
1-800-525-3355
1-800-CASH-NOW
Hearing Impaired
TTY: 1-800-221-9950
FAX: 1-623-707-4442
In NY: 1-800-522-1897**Website:** americanexpress.com**Customer Care
& Billing Inquiries**
P.O. BOX 981535
EL PASO, TX
79998-1535**Payments**
P.O. BOX 1270
NEWARK NJ 07101-
1270**Payments and Credits****Summary**

	Total
Payments	-\$1,084.04
Credits	-\$1,438.06
Total Payments and Credits	-\$2,522.10

Detail

*Indicates posting date

Payments	Amount
04/15/20* RETURN PROTECTION BENEFIT PAYMENT	-\$40.48
04/16/20* RETURN PROTECTION BENEFIT PAYMENT	-\$28.24
04/20/20* ONLINE PAYMENT - THANK YOU	-\$500.00
04/23/20* RETURN PROTECTION BENEFIT PAYMENT	-\$15.32
04/25/20* ONLINE PAYMENT - THANK YOU	-\$500.00
Credits	Amount
02/15/20 TRANSACTION PROCESSED BY AMERICAN EXPRESS	-\$979.86
03/11/20 TRANSACTION PROCESSED BY AMERICAN EXPRESS	-\$81.03
04/12/20 NORDSTROM DIRECT 800-285-5800 800-285-5800http://shWA SHOP.NORDSTROM.COM	-\$81.03
04/20/20 AMZN MKTP US AMZN.COM/BILL WA BOOK STORES	-\$23.95
04/20/20 AMZN MKTP US AMZN.COM/BILL WA BOOK STORES	-\$23.95
04/20/20 AMZN MKTP US AMZN.COM/BILL WA BOOK STORES	-\$23.95
04/25/20 JEWELERS-MUTUAL-PMNT 800-558-6411 WI INSURANCE	-\$203.00
04/30/20 AMZN MKTP US AMZN.COM/BILL WA BOOK STORES	-\$21.29

New Charges**Summary**

	Total
Total New Charges	\$1,818.86

Continued on reverse

Detail



RAJ NARAYANAN
Card Ending 5-69001

				Amount
04/02/20	AMAZON.COM*MH0YJ5T13 MERCHANDISE	AMZN.COM/BILL	WA	\$40.48
04/03/20	EIG*CONSTANTCONTACT.COM 30496175 02451 CONSTANT CONTACT	855-229-5506	MA	\$10.00
04/04/20	AMZN MKTP US*PQ5TV5EK3 BOOK STORES	AMZN.COM/BILL	WA	\$71.85
04/05/20	AMZN MKTP US*IS1S33AC3 BOOK STORES	AMZN.COM/BILL	WA	\$53.22
04/06/20	AMAZON.COM*5B96B0UF3 MERCHANDISE	AMZN.COM/BILL	WA	\$85.20
04/08/20	ADIDAS US ONLINE STORE 800-982-9337	800-982-9337	OR	\$52.00
04/08/20	AMZN MKTP US*838SD9KY3 BOOK STORES	AMZN.COM/BILL	WA	\$32.99
04/10/20	ADOBE ID CREATIVE CLD Adobe Systems ADOBE.LY/ENUS	SAN JOSE	CA	\$33.58
04/11/20	4TE*POST ALARM SYSTEMS, I 000155736 6264467159	ARCADIA	CA	\$50.47
04/11/20	AMAZON.COM*BR5HE5323 MERCHANDISE	AMZN.COM/BILL	WA	\$14.15
04/12/20	AMAZON.COM*RE6FJ0IY3 MERCHANDISE	AMZN.COM/BILL	WA	\$14.34
04/14/20	AMAZON.COM*KM7AR6L43 MERCHANDISE	AMZN.COM/BILL	WA	\$24.49
04/15/20	BT*WWW.SCHEELS.COM 7013568264	FARGO	ND	\$45.49
04/15/20	USPS CHANGE OF ADDRESS 670178000 8002383150	800-238-3150	TN	\$1.05
04/16/20	ADIDAS US ONLINE STORE 800-982-9337	800-982-9337	OR	\$70.00
04/17/20	MACYS .COM 000000129 8002896229	MASON	OH	\$125.81
04/19/20	ONZIE 314180000131027 JOHN@THEONZIE.COM	VENICE	CA	\$34.36
04/19/20	CRB*CARBONITE BACKUP 877-665-4466	877-665-4466	MA	\$71.99
04/20/20	AMZN MKTP US*VJ05J98U3 BOOK STORES	AMZN.COM/BILL	WA	\$37.31
04/20/20	AMAZON.COM*J14773QP3 MERCHANDISE	AMZN.COM/BILL	WA	\$12.47
04/22/20	WIX.COM*652860511 800-600-0949	800-600-0949	NY	\$6.50
04/23/20	NETFLIX.COM 866-579-7172	866-579-7172	CA	\$13.85
04/23/20	APPLE.COM/BILL RECORD STORE	INTERNET CHARGE	CA	\$2.99
04/23/20	AMZN MKTP US*7C8PU8Y23 BOOK STORES	AMZN.COM/BILL	WA	\$21.29
04/26/20	AMAZON.COM*TK74B1YK3 MERCHANDISE	AMZN.COM/BILL	WA	\$41.57
04/26/20	AMZN MKTP US*OA9UQ5HK3 BOOK STORES	AMZN.COM/BILL	WA	\$24.51

Continued on next page

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Detail Continued

				Amount
04/27/20	SHOIFY* 79105206 +18887467439	ELK GROVE VILLAGE	IL	\$32.65
04/27/20	APPLE.COM/BILL RECORD STORE	INTERNET CHARGE	CA	\$10.65
04/27/20	BESTBUYCOM805893177085 50300009944 888-BESTBUY	RICHFIELD	MN	\$53.86
04/27/20	TERMINIX 800-837-6464	800-837-6464	TN	\$129.00
04/28/20	PAN S KO MD PC 2014085314	ENGLEWOOD CLIFFS	NJ	\$15.00
04/28/20	AMZN MKTP US*1L9U79B23 BOOK STORES	AMZN.COM/BILL	WA	\$34.07
04/28/20	AMZN MKTP US*AO9EI9S63 BOOK STORES	AMZN.COM/BILL	WA	\$48.48
04/28/20	AMAZON.COM*H77CG59K3 MERCHANDISE	AMZN.COM/BILL	WA	\$86.07
04/29/20	WALLINGTON PLBG AND HTG S 000000001 S4038663.0001 10004	WAYNE	NJ	\$303.09
04/30/20	HP.COM H334628907 07452 H334628907-62.86	800-473-4732	CA	\$62.86
04/30/20	AMZN MKTP US*MW0HG10J3 BOOK STORES	AMZN.COM/BILL	WA	\$51.17

Fees

			Amount
05/03/20	ANNUAL MEMBERSHIP FEE Cover your annual membership fee and other eligible transactions using Membership Rewards points. Visit membershiprewards.com/yourcharges to explore and learn more.		\$550.00
Total Fees for this Period			\$550.00

2020 Fees and Interest Totals Year-to-Date

	Amount
Total Fees in 2020	\$550.00
Total Interest in 2020	\$0.00

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

	Transactions Dated		Annual Percentage Rate	Balance Subject to Interest Rate	Interest Charge
	From	To			
Cash Advances	05/01/2019		25.24% (v)	\$0.00	\$0.00
Total					\$0.00

(v) Variable Rate

**IMPORTANT NOTICES continued****Notice of Important Changes to your Account**

We are making changes to your Account referenced in this notice. We encourage you to read this notice, share it with Additional Cardmembers on your Account, and file it for future reference. The detailed changes to your Cardmember Agreement ("Agreement") can be found at the end of this summary.

Summary of Changes Effective for Billing Periods ending on or after September 1, 2020**Changes in How we calculate your Minimum Payment Due**

We are changing how we calculate your Minimum Payment Due. As a result, your Minimum Payment Due may be higher. If you are in a payment program, your program enrollment will not be affected by this change and this change will become effective for you upon completion of your payment program.

Summary of Changes Effective August 1, 2020**Changes to Pay Over Time**

We are making changes to the Pay Over Time Direct feature, which you may or may not currently have on your Account. Regardless of whether you currently have the Pay Over Time Direct feature on your Account, we are amending your Agreement to reflect these changes.

The "Pay Over Time Direct" feature will be renamed "Pay Over Time" and will have two settings: on and off. When on, we will automatically add new eligible charges, including Annual Membership Fees, to a Pay Over Time balance. When off, no new charges will be automatically added to the Pay Over Time balance.

What does this mean for you?

If you currently have Pay Over Time Direct on your Account, you will continue to be able to pay eligible charges on your Account over time, with interest. If, on the effective date:

- your Pay Over Time setting is set to "Direct," then your Pay Over Time setting will be on.
- your Pay Over Time setting is set to "Select," then your Pay Over Time setting will be off.
- you have an existing Pay Over Time Direct balance, it will appear on your Billing Statement under your Pay Over Time balance.
- your Pay Over Time Direct feature is in a suspended status or you are enrolled in a payment program, the changes will take effect, but you will not be able to use Pay Over Time (or Plan It[®] - see below for more information about Plan It). We review accounts periodically and will notify you if the suspension is removed or if you have successfully completed your payment program.

If you do not currently have Pay Over Time Direct on your Account, we may or may not be adding Pay Over Time to your Account on the effective date. You will receive a separate notice in this billing statement if we are adding the Pay Over Time feature to your Account.

In addition to the changes noted above, we are also updating the explanation of how the Pay Over Time feature works in Part 2 of the Agreement to include the following:

We may suspend your Pay Over Time feature at any time based on our assessment of your creditworthiness, the status of your Account, and your enrollment in a payment program. If your Account is past due, you will not be able to change your Pay Over Time setting from off to on.

IMPORTANT NOTICES continued**Plan It Feature**

- We are adding a new section to Part 2 of your Agreement that explains Plan It and how the feature works. We are also amending various other sections of the Agreement to account for Plan It.
- With Plan It, a Card Member can pay a qualifying purchase or portion of the Account balance over a selected period of time through fixed monthly payments by creating a plan. A purchase or amount for which a plan is created is subject to a plan fee (fixed finance charge). If a plan is created, the plan payment is included in the Minimum Payment Due each month for the duration of the plan. The creation of each plan is subject to our discretion.
- While we are adding this language to your Agreement, the Plan It feature may or may not be available on your Account on the effective date. You will receive a separate notice in this billing statement if we are making the Plan It feature available on your Account.
- We will not make Plan It available on any Account that does not also have Pay Over Time.

Pay Over Time Limit

- The Pay Over Time Limit is explained in a new section in Part 2 of the Agreement. The Pay Over Time Limit applies to the total of your Pay Over Time, Cash Advance, and Plan balances. Your Pay Over Time balance cannot exceed your Pay Over Time Limit. When there is a delay in posting cash advances or plans to your Account, the total of your Pay Over Time, Cash Advance, and Plan balances may exceed your Pay Over Time Limit.
- While we are adding this language to your Agreement, the Pay Over Time and Plan It features may or may not be available on your Account on the effective date.

Other Changes

We are also making updates to the following sections of the Agreement to reflect the changes summarized above: *Late Payment*, *Returned Payment*, *Words we use in the Agreement*, *Limits on Cash Advances*, *When you must pay*, and *How we calculate interest*.

Summary of Changes Effective for Billing Periods beginning on or after August 1, 2020**Changes to How we apply payments and credits**

We are changing the way we apply payments and credits to your Account.

ID 12975

See the following pages for the Detail of Changes to your Agreement.

**IMPORTANT NOTICES continued****Detail of Changes to Your Cardmember Agreement ("Agreement")**

This notice amends your American Express Agreement as described below. Any terms in the Agreement conflicting with these changes are completely replaced. Terms not changed by this notice continue to apply. If you have any questions, please call the number on the back of your Card.

Effective August 1, 2020, Part 1 of your Agreement will be amended as follows:

The *Late Payment* row is amended by deleting the second sentence and replacing it with "If we do not receive the Amount Due (or Minimum Payment Due, if applicable) by the Payment Due Date, the fee is \$29." and deleting the fourth and fifth sentences and replacing them with "However, the late fee will not exceed the Amount Due (or Minimum Payment Due, if applicable). Paying late may also result in a penalty APR for new transactions in a Pay Over Time balance."

The *Returned Payment* row is amended by deleting the fourth and fifth sentences and replacing them with "However, the returned payment fee will not exceed the Amount Due (or Minimum Payment Due, if applicable). A returned payment may also result in a penalty APR for new transactions in a Pay Over Time balance."

The *About the Pay Over Time feature* row is amended by deleting and replacing it with the following:

About the Pay Over Time feature See <i>More About Pay Over Time</i> in Part 2 of this Agreement for important additional information about the Pay Over Time feature.	<ul style="list-style-type: none">• We may offer you Pay Over Time, which allows you to pay eligible charges over time, with interest. Pay Over Time has two settings: on and off. When on, we will automatically add new eligible charges to your Pay Over Time balance. When off, no new charges will be automatically added to your Pay Over Time balance. You can change your setting at any time, but your setting at 8 p.m. EST will determine whether a charge made that day is automatically added to your Pay Over Time balance. To view or change your Pay Over Time setting, visit your online account or call the number on the back of your Card. If you transfer to a new Card with the same Account number, your Pay Over Time setting at time of transfer will remain in effect on your new Card.• If you have the Pay Over Time Select feature on your Account: you can request to add eligible purchases not already in a Pay Over Time balance from the current or preceding billing period to your Pay Over Time Select balance. If we approve your request, we will add the purchase to your Pay Over Time Select balance. If we decline your request, you must pay the purchase in full by the Payment Due Date.• If you have the Pay Over Time Travel feature on your Account: we will automatically add eligible travel-related purchases to your Pay Over Time Travel balance regardless of whether your Pay Over Time setting is on or off. If you request to cancel your Pay Over Time Travel feature, you will not be able to re-enroll.
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Effective August 1, 2020 (except as otherwise noted), Part 2 of your Agreement will be amended as follows:

Introduction

The *Words we use in the Agreement* sub-section is amended by adding the following sentence to the end of the second paragraph:

A **plan** is a portion of your account balance that you have selected to pay through a set number of monthly payments using Plan It.

IMPORTANT NOTICES continued**About using your card**

We are adding the following new sub-section called *Pay Over Time Limit*:

Pay Over Time Limit	<p>If you have Pay Over Time, we assign a Pay Over Time Limit to your Account. The Pay Over Time Limit applies to the total of your Pay Over Time, Cash Advance, and Plan balances. Your Pay Over Time balance cannot exceed your Pay Over Time Limit. When there is a delay in posting cash advances or plans to your Account, the total of your Pay Over Time, Cash Advance, and Plan balances may exceed your Pay Over Time Limit. We may approve or decline a charge regardless of whether your Card account balance exceeds or does not exceed your Pay Over Time Limit. If you have Pay Over Time on your Account, your Pay Over Time Limit is shown on page 1 of Part 1 and on each billing statement. We may increase or reduce your Pay Over Time Limit at any time, including when you change the Pay Over Time setting from off to on. We may do so even if you pay on time and your Account is not in default. We will tell you if we change your Pay Over Time Limit. You must pay in full, by the Payment Due Date, all charges that are not added to a Pay Over Time, Cash Advance, or Plan balance.</p>
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If your Agreement has a *Limits on Cash Advances* sub-section, it is amended by replacing the last sentence with the following:

In addition, we may not approve a cash advance transaction if it would cause the total of your Pay Over Time and/or Cash Advance balance and Plan balance to go over your Pay Over Time Limit.

The *More About Pay Over Time* sub-section is amended by deleting and replacing it with the following:

More About Pay Over Time	<p>With Pay Over Time, you have the option to pay eligible charges over time with interest (see <i>When we charge interest</i> in Part 2). You can choose to pay your Account Total New Balance in full each month, the Minimum Payment Due, or any amount in between (see <i>When you must pay</i> in Part 2).</p> <p>We automatically add eligible charges, including Annual Membership Fees, to your Pay Over Time balance if the Pay Over Time feature is on at 8 p.m. Eastern Time on the transaction date provided by the merchant or on the date when an eligible Annual Membership Fee is charged to your Account. The transaction date provided by the merchant may differ from the date you made the purchase if, for example, there is a delay in the merchant submitting the transaction to us or if the merchant uses the shipping date as the transaction date.</p>	<p>Certain charges are not eligible for Pay Over Time, such as cash and similar transactions. We may change the charges that are eligible to be added to your Pay Over Time balance. We may suspend your Pay Over Time feature at any time based on our assessment of your creditworthiness, the status of your Account, and your enrollment in a payment program. In addition, if your Account is past due, you will not be able to change your Pay Over Time setting from off to on.</p> <p>The Pay Over Time Limit applies to the total of your Pay Over Time, Cash Advance, and Plan balances. Your Pay Over Time balance cannot exceed your Pay Over Time Limit. When there is a delay in posting cash advances or plans to your Account, the total of your Pay Over Time, Cash Advance, and Plan balances may exceed your Pay Over Time Limit. You must pay in full, by the Payment Due Date, all charges that are not added to a Pay Over Time, Cash Advance, or Plan balance.</p>
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IMPORTANT NOTICES continued

We are adding the following new sub-section called *About the Plan It feature*:

About the Plan It feature	<p>We may offer you Plan It, which allows you to create a payment plan for qualifying purchases or a qualifying amount, subject to a plan fee. This fee is a fixed finance charge that will be charged each month that a plan is active.</p> <p>You may use this feature by selecting qualifying purchases or a qualifying amount and a plan duration. You will be able to view the monthly plan payments, including the plan fee, for your selection. Each plan fee will be disclosed before you create the applicable plan. If you create a plan for a purchase or an amount in your Pay Over Time balance, the purchase or amount will be moved to a plan balance and will be subject to a plan fee instead of the APR that would otherwise apply to the purchase amount. If you create a plan for a purchase or amount that is in your Pay In Full balance, the purchase or amount will be moved to a plan balance and will be subject to a plan fee based on the APR that applies to the Pay Over Time feature at the time you create the plan.</p> <p>A <i>qualifying purchase</i> for Plan It is a purchase of at least a specified dollar amount. A <i>qualifying amount</i> for Plan It is a specified portion of your balance. The following are not qualifying purchases or amounts: cash or cash equivalents, purchases subject to Foreign Transaction Fees, or any fees owed to us, including Annual Membership Fees.</p>	<p>Your ability to create plans will be based on a variety of factors such as your creditworthiness and your Pay Over Time Limit. You may not be able to create a plan if it would cause you to exceed your Pay Over Time Limit. You will not be able to create plans if your Pay Over Time feature is suspended or your Account is cancelled. You will also not be able to create plans if one or more of your American Express accounts is enrolled in a payment program, has a payment that is returned unpaid, or is past due. We will tell you the number of active plans you may have, and we may change this number at any time. The plan durations offered to you, and your ability to include multiple qualifying purchases or a qualifying amount in a single plan, will be at our discretion and will be based on a variety of factors such as your creditworthiness, the purchase amount(s), and your Account history.</p> <p>Plans cannot be cancelled after they have been created, but you can choose to pay them early by paying the Account Total New Balance shown on your most recent billing statement in full. If you pay a plan off early, you will not incur any future plan fees on that plan.</p>
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IMPORTANT NOTICES continued**About your payments**

The *When you must pay* sub-section is amended by deleting the first, second and third sentences and replacing them with the following:

You must pay the Amount Due, or Minimum Payment Due, if applicable, no later than the Payment Due Date shown on your billing statement to avoid a late payment fee.

Effective for billing periods beginning on or after August 1, 2020, the *How we apply payments and credits* sub-section is amended by deleting and replacing it with the following:

How we apply payments and credits	<p>If your statement includes a Pay Over Time and/or Cash Advance New Balance or Plan Balance, it will show a Minimum Payment Due. The Minimum Payment Due includes the Pay in Full New Balance plus the Pay Over Time and/or Cash Advance Minimum Due and the Plan Payment Due. Your Account may have balances with different interest rates. For example, a Pay Over Time balance may have a lower interest rate than a Cash Advance balance. Your Account may also have Plan balances which are assessed plan fees. Below is how we generally apply payments in a billing period:</p> <ul style="list-style-type: none"> • We apply your payments - up to the Minimum Payment Due - first to the Pay in Full New Balance and then to any plan amounts included in your Minimum Payment Due, then to the Pay Over Time and/or Cash Advance New Balance. When applying a payment to the Pay Over Time and/or Cash Advance balances, we apply it first to the balance with the lowest interest rate and then to balances with higher interest rates. 	<ul style="list-style-type: none"> • After the Minimum Payment Due has been paid, we apply payments first to the Pay Over Time and/or Cash Advance balances with the highest interest rate and then to balances with lower interest rates, and then to any Plan balances. <p>In most cases, we apply a credit to the same balance as the related charge. We may apply payments and credits within balances, and among balances with the same interest rate, in any order we choose. If you receive a credit for a purchase added to a plan, you must call us at the number on the back of your card to have the credit applied to the plan balance.</p>
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**IMPORTANT NOTICES continued****About your Minimum Payment Due**

Effective for billing periods ending on or after September 1, 2020, the *How we calculate your Minimum Payment Due* sub-section is amended by deleting and replacing it with the following:

How we calculate your Minimum Payment Due	<p>The Minimum Payment Due is the Pay In Full New Balance plus any Pay Over Time and/or Cash Advance Minimum Due and any Plan Payment Due (including any past due Plan payments) on your statement. To calculate your Pay Over Time and/or Cash Advance Minimum Due for each statement, we start with the highest of:</p> <ol style="list-style-type: none">(1) interest charged on the billing statement plus 1% of the Pay Over Time and/or Cash Advance New Balance (excluding any interest); or(2) 2% of the Pay Over Time and/or Cash Advance New Balance; or(3) \$40. <p>Then we add any Pay Over Time and/or Cash Advance amount past due.</p> <p>Your Pay Over Time and/or Cash Advance Minimum Due will not exceed your Pay Over Time and/or Cash Advance New Balance. You may pay more than the Minimum Payment Due, up to your entire outstanding balance, at any time.</p> <div><p>EXAMPLE: Assume that you have a Pay Over Time and/or Cash Advance New Balance of \$2,900, interest of \$29.57, and you have no active plans, no amounts past due, and a \$400 Pay in Full New Balance.</p><p>(1) $\\$29.57 + 1\% \text{ multiplied by } (\\$2,900 - \\$29.57) = \\58.27</p><p>(2) \$58 (2% of \$2,900)</p><p>(3) \$40</p><p>The highest of (1), (2), or (3) is \$58.27. The Pay Over Time and/or Cash Advance Minimum Due of \$58.27 plus the Pay in Full New Balance of \$400 together make up the Minimum Payment Due of \$458.27.</p></div>
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About interest charges on Pay Over Time and Cash Advance balances

The *How we calculate interest* sub-section is amended by deleting the second sentence and replacing it with the following:

Balances within the Pay Over Time feature and Cash Advance balances may have different interest rates.

IMPORTANT NOTICES continued

**IMPORTANT NOTICES continued****Notice of Important Changes to your Account**

We are making changes to your Account referenced in this notice. We encourage you to read this notice, share it with Additional Cardmembers on your Account, and file it for future reference. The detailed changes to your Cardmember Agreement ("Agreement") can be found at the end of this summary.

Summary of Changes Effective August 1, 2020**When we charge interest**

We are updating the language in the *When we charge interest* sub-section in Part 2 of your Agreement.

Detail of Changes to Your Cardmember Agreement ("Agreement")

This notice amends your American Express Agreement as described below. Any terms in the Agreement conflicting with these changes are completely replaced. Terms not changed by this notice continue to apply. If you have any questions, please call the number on the back of your Card.

Effective August 1, 2020, Part 2 of your Agreement will be amended as follows:

About Interest charges on Pay Over Time and Cash Advance balances

The *When we charge interest* sub-section is amended by deleting and replacing it with the following:

When we charge interest	<p>We charge interest on Pay Over Time balances as described below. For cash advances, we charge interest from the transaction date. You cannot avoid paying interest on cash advances.</p> <p>For charges added automatically to a Pay Over Time balance, we charge interest from the transaction date until they are paid. However, we will not charge interest on these charges in a billing period if:</p> <ul style="list-style-type: none">• your Pay Over Time Previous Balance for the billing period is zero, your Account is not past due, and you pay your Account Total New Balance (or Minimum Payment Due if applicable) by the Closing Date; or• you paid the Account Total New Balance on your billing statement (if any) or Adjusted Balance (if you have an active plan created through Plan It) for each of the previous two billing periods in full by the Closing Date shown on each of those billing statements. <p>If you have or had Pay Over Time Select on your account: you are charged interest on purchases added to a Pay Over Time Select balance at your request from the date they are added to a Pay Over Time Select balance until they are paid.</p>
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If you receive a Cardmember Agreement prior to August 1, 2020, it will include a Detail of Changes notice, but the changes for the *When we charge interest* section will not be applicable to you. Please disregard the changes indicated for this section only.

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IMPORTANT NOTICES continued

**IMPORTANT NOTICES continued****EFT Error Resolution Notice**

In Case of Errors or Questions About Your Electronic Transfers Telephone us at 1-800-IPAY-AXP for Pay By Phone questions, at 1-800-528-2122 for Pay By Computer questions, and at 1-800-528-4800 for AutoPay. You may also write us at American Express, Electronic Funds Services, P.O. Box 981531, El Paso TX 79998-1531, or contact online at www.americanexpress.com/inquirycenter as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will credit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

End of Important Notices.