



Delta SkyMiles® Platinum

BALAN NARAYANAN
Closing Date 02/14/21
Account Ending 4-17005



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Customer Care: 1-800-257-0770
TTY: 1-800-221-9950
Website: americanexpress.com

New Balance **\$109.33**

Minimum Payment Due **\$40.00**

Payment Due Date **03/11/21[‡]**

‡ Late Payment Warning: If we do not receive your Minimum Payment Due by the Payment Due Date of 03/11/21, you may have to pay a late fee of up to \$40.00 and your APRs may be increased to the Penalty APR of 29.24%.

Minimum Payment Warning: If you have a Non-Plan Balance and make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your Non-Plan Balance. For example:

If you make no additional charges and each month you pay...	You will pay off the balance shown on this statement in about...	And you will pay an estimated total of...
Only the Minimum Payment Due	3 months	\$111

If you would like information about credit counseling services, call 1-888-733-4139.

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 - 9**.

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Delta SkyMiles®

Miles Earned this Period

664

For more details about Rewards, please visit americanexpress.com/rewardsinfo

Account Summary

Previous Balance	\$94.42
Payments/Credits	-\$493.49
New Charges	+\$508.40
Fees	+\$0.00
Interest Charged	+\$0.00

New Balance **\$109.33**
Minimum Payment Due **\$40.00**

Credit Limit	\$16,500.00
Available Credit	\$16,390.67
Cash Advance Limit	\$3,300.00
Available Cash	\$3,300.00

↓ 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 4-17005

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

BALAN NARAYANAN
8 HEATHER LANE
GLEN ROCK NJ 07452

Payment Due Date
03/11/21

New Balance
\$109.33

Minimum Payment Due
\$40.00

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

\$ _____
Amount Enclosed



0000349990878354010 000010933000004000 13 H

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. 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 re-present 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 deposit or other asset 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 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: Your due date is at least 25 days after the close of each billing period. We will not charge you interest on your purchases if you pay each month your entire balance (or Adjusted Balance if applicable) by the due date each month. We will charge you interest on cash advances and (unless otherwise disclosed) balance transfers 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 (such as airlines) 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.

**Delta SkyMiles® Platinum**

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BALAN NARAYANAN
Closing Date 02/14/21

Account Ending 4-17005

**Customer Care & Billing Inquiries**
International Collect
Large Print & Braille Statements
Cash Advance at ATMs Inquiries1-800-257-0770
1-336-393-1111
1-800-257-0770
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**American Express Has Your Back**

During these times, American Express has your back. We're providing new ways to earn rewards for shopping, dining, and more. Create or visit your online account at americanexpress.com, or login to the Amex Mobile® App, to keep up-to-date with our latest news & enroll in Amex Offers curated just for you.

Have questions? You can contact us by using the phone number on the back of your card or online via Live Chat.

Payments and Credits**Summary**

	Total
Payments	-\$492.69
Credits	
BALAN NARAYANAN 4-17005	\$0.00
MANGLAM NARAYANAN 4-16015	-\$0.80
Total Payments and Credits	-\$493.49

Detail *Indicates posting date

Payments	Amount
01/18/21* BALAN NARAYANAN ONLINE PAYMENT - THANK YOU	-\$94.42
01/23/21* BALAN NARAYANAN ONLINE PAYMENT - THANK YOU	-\$43.19
01/29/21* BALAN NARAYANAN ONLINE PAYMENT - THANK YOU	-\$161.58
02/08/21* BALAN NARAYANAN ONLINE PAYMENT - THANK YOU	-\$193.50
Credits	Amount
02/12/21 MANGLAM NARAYANAN WISH.COM SAN FRANCISCO CA 8002660172	-\$0.80

New Charges**Summary**

	Total
BALAN NARAYANAN 4-17005	\$226.51
MANGLAM NARAYANAN 4-16015	\$233.30
RAM NARAYANAN 4-13020	\$30.00
RAJ NARAYANAN 4-16031	\$18.59
Total New Charges	\$508.40

Continued on reverse

Detail

**BALAN NARAYANAN**

Card Ending 4-17005

				Amount
01/19/21	QVC*544101010901* CONSUMERPROD	800-367-9444	PA	\$48.46
01/21/21	ROCK FARMERS MARKET 145000006350250 DUSTIN@NJFM.NET	GLEN ROCK	NJ	\$40.22
02/01/21	QVC*544420141101* CONSUMERPROD	800-367-9444	PA	\$26.72
02/01/21	QVC*544422168301* CONSUMERPROD	800-367-9444	PA	\$63.48
02/07/21	Vonage.Com AMERICA 1122395169 07733	866-243-4357	NJ	\$47.63

**MANGLAM NARAYANAN**

Card Ending 4-16015

				Amount
01/18/21	WISH.COM 8002660172	SAN FRANCISCO	CA	\$2.97
01/25/21	EXXONMOBIL 4797 201-444-7730	GLEN ROCK	NJ	\$44.52
01/26/21	ADT SECURITY*402747913 SECURITY	800-238-2727	FL	\$45.61
01/27/21	VETSOURCE PET RX&FOOD	877-738-4443	OR	\$22.99
01/31/21	KILROY'S WONDER MARKET 000000000655660 2014442241	GLEN ROCK	NJ	\$19.24
02/06/21	EXXONMOBIL 4797 201-444-7730	GLEN ROCK	NJ	\$24.00
02/06/21	KILROY'S WONDER MARKET 000000000655660 2014442241	GLEN ROCK	NJ	\$11.47
02/09/21	WISH.COM 8002660172	SAN FRANCISCO	CA	\$9.33
02/10/21	WISH.COM 8002660172	SAN FRANCISCO	CA	\$4.27
02/12/21	WISH.COM 8002660172	SAN FRANCISCO	CA	\$0.75
02/13/21	JTV 162503840 800-550-8393	800-550-8393	TN	\$21.31
02/13/21	KILROY'S WONDER MARKET 000000000655660 2014442241	GLEN ROCK	NJ	\$26.84

**RAM NARAYANAN**

Card Ending 4-13020 Monthly Spending Limit: \$3,500

				Amount
02/05/21	DELTA AIR LINES DELTA AIR LINES Ticket Number: 00642052142583 Passenger Name: NARAYANAN/RAM Document Type: EXCESS BAGGAGE	ATLANTA		\$30.00

**RAJ NARAYANAN**

Card Ending 4-16031

				Amount
01/29/21	SYED RASHEED, MD @GARDEN STATE COUNSEL GOODS/SERVICES	Wayne	NJ	\$15.60
01/29/21	APPLE.COM/BILL RECORD STORE	INTERNET CHARGE	CA	\$2.99

**Fees**

	Amount
Total Fees for this Period	\$0.00

Interest Charged

	Amount
Total Interest Charged for this Period	\$0.00

About Trailing Interest

You may see interest on your next statement even if you pay the new balance in full and on time and make no new charges. This is called "trailing interest". Trailing interest is the interest charged when, for example, you didn't pay your previous balance in full. When that happens, we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full (or if you have a Plan balance, by paying your Adjusted Balance on your billing statement) by the due date each month. Please see the "When we charge interest" sub-section in your Cardmember Agreement for details.

2021 Fees and Interest Totals Year-to-Date

	Amount
Total Fees in 2021	\$0.00
Total Interest in 2021	\$0.00

Interest Charge Calculation

Days in Billing Period: 28

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			
Purchases	01/05/2019		14.50% (v)	\$0.00	\$0.00
Cash Advances	01/05/2019		25.24% (v)	\$0.00	\$0.00
Total					\$0.00

(v) Variable Rate

Miles Earned

SkyMiles® Account Number: XXXXXX0331



	Current Period	Year to Date
Miles Earned for Eligible Purchases	507	1,112
Total Bonus Miles Earned and Adjustments	157	439
Total Miles Earned	664	1,551

Bonus Miles Earned and Adjustments

	Current Period
3X Miles at Delta	60
2X Miles at U.S. Supermarkets	97
Total	157

You may have forfeited miles that are eligible for reinstatement. To avoid forfeiting miles, please make the minimum payment on time.

**IMPORTANT NOTICES****Status Boost for Delta Platinum in 2021**

In 2021, you can earn 25% more Medallion Qualification Miles (MQMs). Earn 12,500 MQMs for every \$25,000 you spend on purchases on your Platinum Card, up to 2 times. That's an additional 2,500 MQMs on top of the 10,000 MQMs you already earn with Status Boost in the calendar year.

Terms

Status Boost 25% Bonus in 2021 - Starting on January 1, 2021 through December 31, 2021 ("Purchase Period"), Delta SkyMiles® Platinum Card or Delta SkyMiles® Platinum Business Card Members that meet Status Boost's \$25,000 and \$50,000 purchase thresholds, will be awarded an additional 2,500 bonus Medallion Qualification Miles on top of the 10,000 MQMs they already earn as part of each purchase threshold (for a total of 12,500 MQMs per purchase threshold). Offer ends December 31, 2021. For full benefit terms, call the number on the back of your Card or visit www.delta.com/statusboost.

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.

**IMPORTANT NOTICES continued****Notice of Important Changes to Your Account Terms**

We are making changes to your account terms contained in your Cardmember Agreement referenced in this notice. We encourage you to read the notice, share it with Additional Cardmembers on your account, and file it for future reference. The detailed changes to the account terms of your Cardmember Agreement can be found following the below summary chart.

Summary of Changes, Effective for Billing Periods having Payment Due Dates on or after May 1, 2021

When you will forfeit miles	We are changing the terms of your Reward Program to provide that you must pay the Minimum Payment Due by the Payment Due Date of the billing period in which it is due in order to receive miles for eligible purchases during that billing period.
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ID 13148

Detail of Changes to Your Cardmember Agreement

This notice amends your American Express Cardmember Agreement ("Cardmember Agreement") as described below. Any terms in the Cardmember 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 for Billing Periods having Payment Due Dates on or after May 1, 2021, your Cardmember Agreement will be amended as follows:

The Supplement to the Cardmember Agreement is amended by deleting the *When you will forfeit miles* section and replacing it with the following:

When you will forfeit miles	<p>If the Minimum Payment Due is not paid by the Payment Due Date of the billing period in which it is due, you will forfeit the miles you earned for eligible purchases during that billing period. For example, if your billing period closes January 15 and the minimum payment for that billing period is due on February 10, and you do not make that minimum payment due by the due date on February 10, then you will not earn miles for purchases in the billing period ending February 15.</p>	<p>You may reinstate those miles within the next 12 billing periods if your Card Account is not past due and you pay a \$35 fee.</p>
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