

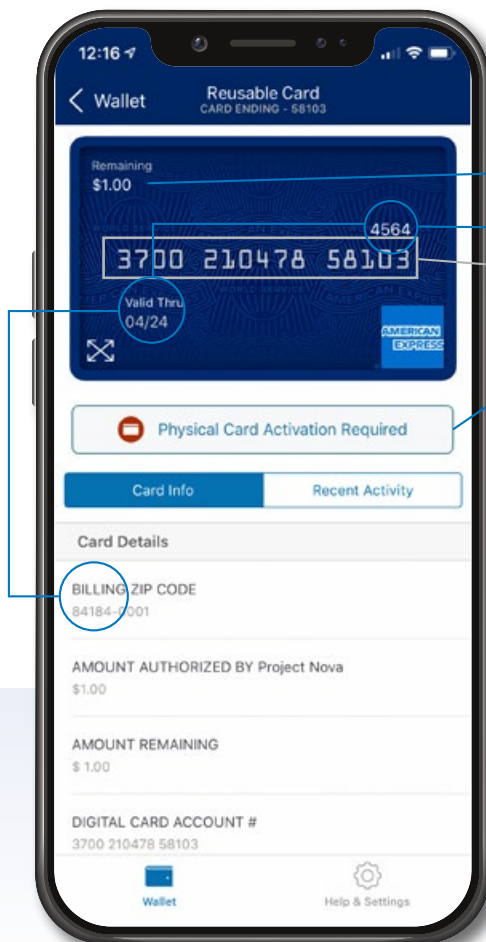
American Express Go™ User Guide.

American Express Go™ is a simple way to pay for on-the-go-business expenses—without having to use your own money and wait for reimbursement or borrow your boss's Card—and you can start using it right away.

The Amex Go™ Mobile app is an easy way to view your balance and access key information.

Activate your physical Card, and get the info you need to pay online, over-the-phone, in-app or in-person.

Use the Card Info tab to:



Check remaining balance

Access expiration date, security code and billing ZIP

Copy/paste account number into ride-hailing, food-delivery or other apps

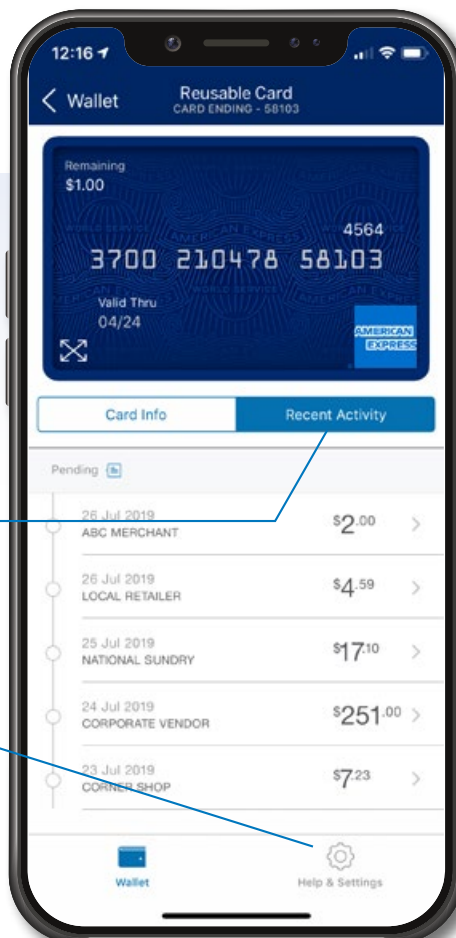
"Physical Card Activation Required" will be visible if you have been sent a physical Card. Activate it by entering the three-digit CSC from the back of the Card when prompted.

Use the Recent Activity tab to:

Track your charges. *Unlike traditional credit cards, pending charges (ex: hotel or gas pre-authorizations) are deducted from and not returned to your balance.*

Use the Help and Settings section to:

Report lost or stolen Card, access FAQs, change your password and get contact information.



Here's all the information you need to get started.

The company sends you a virtual Card on an easy-to-download app, and if they opted to send you a reusable physical Card, it will arrive in the mail.

You simply use it to make on-the-go purchases—like buying lunch or paying for a ride to the airport—online, in person or in app (and, of course, within company policy).

Get started with American Express Go

Here's all you have to do to get going:

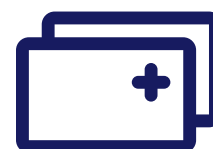
- 1 Check your email for a welcome message and a follow-up email with your enrollment code.
- 2 Download the Amex Go Mobile app—either iOS or Android.
- 3 Open the app and register by entering your enrollment code. *Your enrollment code is only valid for seven days. If you don't register in that time frame, you'll need to request a new code from your program administrator.*
- 4 Your virtual Card can now be used to make purchases online or in-app. If you have been sent a physical Card, you'll need to activate it before making in-store purchases. See sidebar for details.

You'll receive a text as part of the enrollment process, so if you have any trouble, check with your program administrator to make sure your phone number is up to date.

Cover your on-the-go business expenses with American Express Go.

If you have any questions about your account or need a new enrollment code, please contact your company's program administrator.

If you have any other technical issues or questions about getting started, please contact American Express at **1-800-279-6069**.



Getting a physical Card? It's easy to activate.

If you'll be receiving a physical Card, you'll see it in the mail. When you get it:

1. Log into the Amex Go Mobile app.
2. Select the Reusable Card that matches the 15-digit number on your physical Card.
3. Tap "Physical Card Activation Required" and follow the instructions.

You can also activate your Card by calling American Express at 1-800-279-6069.

