

# Customer Service

As a customer of a payment entity, you have the possibility of directing your complaints and claims to our Customer Service, which must resolve them within one month for those cases in which the complaint / claim comes from a consumer or two months for claims that do not originate in consumers. In both cases, the indicated period will start counting from the date of filing of the complaint or claim.

To initiate this procedure, you must send a letter addressed to Ms. Laura Bartolomé, Head of Customer Service, Avenida Partenón 12-14, 28042 Madrid, or an email with a recognized electronic signature to [sac@aexp.com](mailto:sac@aexp.com), complying in both cases the requirements established in the [Customer Service Regulations](#).

Please note that the email address indicated above is reserved exclusively for the formal filing of complaints and claims with the American Express Customer Service. For any other question, please contact us through the following means:

- **Telephone**

Personal and Business **Cardholders: 900 814 500**

Corporate **Cardholders: 900 814 504**

Establishments affiliated with American Express: **902 100 956**

- **Postal Mail**

American Express Europe, SA

Avenida Partenón 12-14

28042 Madrid

Once the instance has been exhausted before our Customer Service, you can file your complaints and claims directly with the Claims Service of the Bank of Spain through [www.bde.es](http://www.bde.es), or in writing using the [standard form of the Bank of Spain](#) addressed to Calle Alcalá 48, 28014 Madrid or to any of its branches.

Main reference regulations regarding transparency and protection of the client of financial services.