



Frequently Asked Questions Regarding Important Update about OPEN BusinessTravel

Q: *What is changing?*

A: The OPEN BusinessTravel site will no longer be available as of November 4, 2013. To book new reservations, please visit American Express Travel online at www.amextravel.com.

Q: *When is the transition effective?*

A: Effective immediately, no new reservations will be able to be booked on OPEN BusinessTravel. As of November 4, 2013, access to the OPEN BusinessTravel site will no longer be available and you will be redirected to www.amextravel.com.

Q: *Why is OPEN BusinessTravel no longer available?*

A: We are continuously evaluating the benefits and services that are most valuable to our Card Members. While OPEN BusinessTravel met the needs of some customers, the site was not used by the majority of enrolled Card Members. The experience we are providing at American Express Travel online will allow you to continue booking your air, hotel and car reservations with the ability to earn and redeem points for your travel.

Q: *What will www.amextravel.com provide?*

A: You will continue to earn an additional Membership Rewards Point® for your online bookings using the site and, with our Pay with Points program, you will now be able to use your Membership Rewards points to pay for all or part of your trip. However, certain OPEN BusinessTravel features, such as employee controls, reporting, and delegate access, will no longer be available at www.amextravel.com.

Q: *Will I have to create a new profile?*

A: You will need to create a new profile if booking on www.amextravel.com for the first time. Please note that you can continue to use your card account credentials to log in to this site.

Q: *Will I continue to earn points when booking on the www.amextravel.com site?*

A: You will continue to earn points when you use this site.

Q: *What will happen to my past profile and travel data?*

A: All profile and past travel data will be deleted from the OPEN BusinessTravel site after November 4, 2013*.

*Please note: Although access to the OPEN BusinessTravel site will no longer be available after November 4, 2013, there is no impact to already booked reservations with travel dates beyond this date. As a reminder, to review, cancel, or change these reservations please call the Servicing team via the number on your itinerary/invoice. Please note, after March 31, 2014, any existing reservation assistance must be handled directly with the air, hotel, and/or car provider.

Q: *What will happen to my unused tickets?*

A: If you have an unused ticket, your unused ticket credit will remain available for your use through its expiration date. Please log in to OPEN BusinessTravel prior to November 4, 2013 to retrieve your unused ticket number (Login, place mouse on "Travel" tab and click on "Unused Tickets"). This ticket number is required to re-use your travel credit. Once you have your ticket number, please call the airline carrier directly to apply the ticket towards your new reservation on that airline carrier. Keep in mind that standard airline carrier eligibility rules and penalty change fees will apply.