

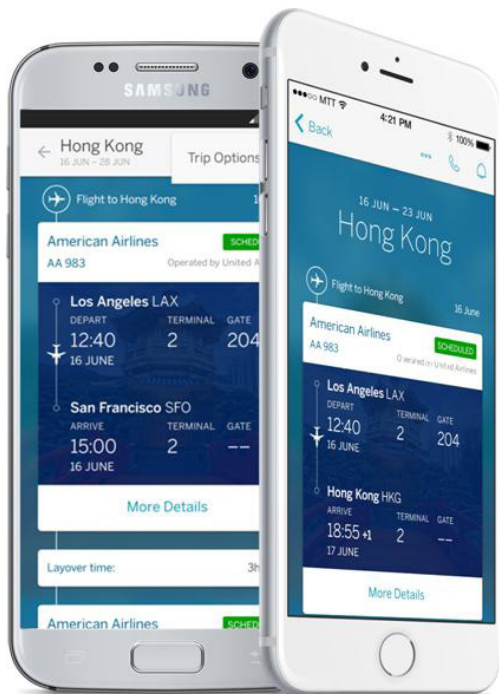


AMEX GBT MOBILE APP: EXPERIENCE A NEW WAY TO TRAVEL

Connects travelers with travel counselors from anywhere in the world

Almost 20% of all flights—624,113 to be exact—were delayed, canceled, and/or diverted in 2016.¹ Do your employees have the tools that allow them to adapt to these travel disruptions?

The Amex GBT Mobile app empowers travelers to take control of their itinerary by giving them a way to easily manage every aspect of their trip from their mobile phone.



BENEFITS

- › Strengthen communication between travelers and their travel counselors with 24/7 access to each other
- › View air, hotel, car, rail, and ground transportation bookings in a single, real-time itinerary
- › Take the stress out of travel with tap-to-call assistance and real-time itinerary updates
- › Chat with trained counselors to handle incidents
- › Access old chats to reconnect with that same counselor

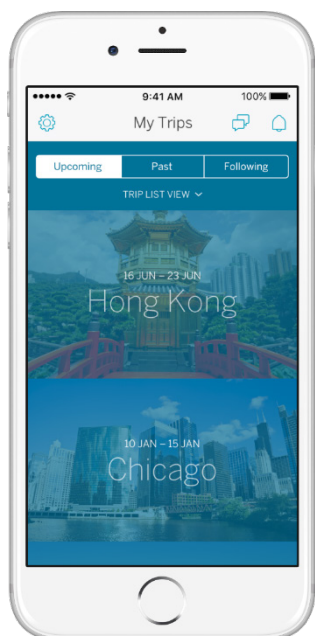
FEATURES

- › **Chat:** Connect travelers directly with travel counselors for flight adjustments, hotel changes, ground transportation modifications, and more²
- › **Trip Management:** Remotely check into flights, share itineraries, and view details of trips from a single location
- › **Proactive Traveler Care:** Stay informed when travel disruptions occur with push notifications and emails that go straight to affected parties

¹ The Bureau of Transportation Statistics, 2016. ² Currently available to select US, UK, and Canadian FIRST clients, UK-based American Express Global Business Travel employees, and select US middle market clients.

STAY CONNECTED USING THE CHAT FEATURE OF THE AMEX GBT MOBILE APP

HOW CHAT WORKS:



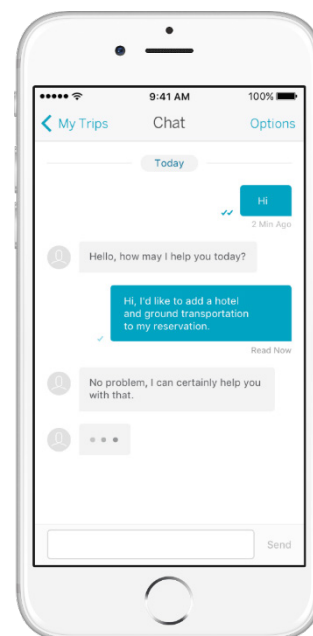
BOOKING A TRIP

To start a chat session to book a trip, tap the chat icon on the top right of the screen.



MANAGING A TRIP

To service a current trip, select the chat icon within the trip section of the application.



ACCESSING CHAT

Access old chat threads and connect with that same counselor via the new chat feature.

The Amex GBT Mobile app makes it easier than ever to stay connected on the go with the new chat feature. Make sure that your travelers have the tools they need for a successful business trip.

To learn more about this product go to www.amexglobalbusinesstravel.com

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