

**TRAVEL CARD SYSTEM FEATURING THE AMERICAN EXPRESS® CORPORATE CARD**

PLEASE RETAIN THIS FOR FUTURE REFERENCE

**QUESTIONS & ANSWERS**

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| <p><b>1. Q. Who is eligible to obtain a University Travel Card?</b></p> <p>A. All fulltime appointed Academic, Professional and Managerial Staff. Other full-time employees are eligible with the approval of the responsible V.P. <b>The card is issued for the charging of authorized University expenses only, and for no other purpose.</b></p> <p><b>2. Q. How do I apply for the Travel Card?</b></p> <p>A. Complete the attached American Express application form. Additional forms can be obtained by calling extension 55799. Allow 1 to 2 weeks for processing.</p> <p><b>3. Q. How much will the Travel Card cost me?</b></p> <p>A. There is no fee either to the Employee nor the University.</p> <p><b>4. Q. Why should I apply for a York University Travel Card?</b></p> <p>A. You will enjoy special services and benefits such as:</p> <ul style="list-style-type: none"> <li>- Travel Accident Insurance</li> <li>- Hotel/Motel Burglary Insurance</li> <li>- Flight and Baggage delay Insurance</li> <li>- Worldwide Car Rental Theft &amp; Damage Insurance</li> <li>- Preferred Hotel and Car Rental Rates</li> </ul> <p><b>5. Q. I already carry an American Express Personal Card and use it for my expenses. What is the difference?</b></p> <p>A. Using the Personal Card doesn't give you the University's identification or the lowest cost alternative on air and hotel charges.</p> <p><b>6. Q. Is there a spending limit on the Travel Card?</b></p> <p>A. No. Purchases are approved based on ability to pay as demonstrated by past spending, payment patterns and personal resources.</p> <p><b>7. Q. If I use the Travel Card extensively and pay promptly, will this be reflected in my personal credit rating?</b></p> <p>A. No. Credit history acquired through use of the Travel Card is not reflected in an individual's personal credit rating. Also, American Express does not carry out credit checks on individual when applying for the Travel Card.</p> <p><b>8. Q. When will the Card be renewed?</b></p> <p>A. A new card will be issued automatically 2 – 3 weeks prior to the expiry date on the Card.</p> <p><b>9. Q. What about Cheque cashing?</b></p> <p>A. Subject to cash availability and local currency restrictions, upon presentation of the Travel Card you may cash a personal cheque for:</p> <ul style="list-style-type: none"> <li>• Up to \$1,000 (\$200 cash, \$800 travellers cheques) at any American Express Travel Service Office. You are entitled to use this service every 7 days in the United States, once every 21 days in Canada and elsewhere.</li> <li>• Up to \$250 at participating hotels and motels in North America (\$100 Western Europe) where you are a registered guest and the bill is charged to the Travel Card).</li> </ul> <p><b>10. Q. How do I receive reimbursement for University expenses?</b></p> <p>A. You will continue to report expenses the way you do now, using York's Claim for Reimbursement of Expenses form.</p> <p><b>11. Q. Are there any reward programs associated with this card?</b></p> <p>A. No reward programs are associated with this card.</p> | <p><b>12. Q. What about receipts?</b></p> <p>A. Expenses require receipts as per York's Expense Reimbursement form.</p> <p><b>13. Q. When do I get reimbursed?</b></p> <p>A. Approximately five (5) business days after the Finance Department receives your approved Claim for Reimbursement of Expenses form.</p> <p><b>14. Q. Should I wait to turn in my expenses claim until I receive my American Express Statement?</b></p> <p>A. No. Send your Claim for Reimbursement of Expenses form as soon as possible so that you will have funds available when your monthly statement arrives from American Express.</p> <p><b>15. Q. When will I receive my Statement?</b></p> <p>A. The statements will generally be mailed at the beginning of each month and will reflect charges up to the 25<sup>th</sup> of the previous month.</p> <p><b>16. Q. What happens if my account is past due?</b></p> <p>A. American Express requires payment, in full upon receipt of statement. If an account is 30 days, or more past due, service to you may not be interrupted. However, at 45 days, American Express will start to decline charges. Beyond 45 days, your account will be reviewed by York University and American Express for cancellation. Therefore, we strongly recommend that your account remain in good standing with American Express. Please contact American Express directly if there are any problems with your account, or to notify them if your payment will be late for any reason.</p> <p><b>17. Q. Is there a penalty for overdue accounts?</b></p> <p>A. A delinquency assessment of .0822% per day will be charged on all 45 day past due accounts. The delinquency grace period is 45 days following the cut off date for the billing statement. American Express do not allow delinquency charges to remain outstanding. (Effective Sept 15,2000.)</p> <p><b>18. Q. Will the University pay the balance to American Express for me?</b></p> <p>A. No. You will be billed by American Express at your home address. You are in turn responsible for paying your statement, and any delinquency charges. Telephone and Internet banking payment options are available.</p> <p><b>19. Q. What obligations do I have to American Express?</b></p> <p>A. An American Express Card member agreement will be sent to you with the Travel Card and you will be required to observe that agreement as a condition of accepting, signing or using the Card. Among other things, it covers what to do if this Travel Card is lost or stolen and how to handle problems with goods and services.</p> <p><b>20. Q. What if I terminate my employment with York University?</b></p> <p>A. Upon termination, York University cancels the Card on your behalf. Your responsibility is to immediately return the Card to the Comptroller, E.O.B. – Room B22.</p> <p><b>21. Q. Who do I call if I have any questions?</b></p> <p>A. Contact Aldo DiMarcantonio - E.O.B. room B22, or x55799</p> <p><b>22. Q. Non-Use of Travel Cards?</b></p> <p>A. Travel Cards not used for a period of 12 months will be cancelled. New applications will be required if the Card is subsequently required.</p> |
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## CORPORATE CARD CONTACTS FOR CARD MEMBERS

- **My Account - [www.americanexpress.ca/myaccount](http://www.americanexpress.ca/myaccount)**
  - 24/7 availability online when it is most convenient for you
  - Access your Card account balance, statement information, change your profile, etc.
- **Customer Service (see the back of your Corporate Card for these numbers)**
  - North America **1.800.668.AMEX**
  - Outside North America **905.474.9380 (call collect)**
  - Customer Service Representatives available by phone to help answer your queries
- **24-Hour Emergency Service for Lost or Stolen Cards**
  - Toronto **905.474.9280**
  - Canada **1.800.268.9824**
  - U.S.A. and Caribbean **1.800.528.4800**
  - Other areas, contact the local American Express Travel Service Office
- **Insurance Information (Flight, Baggage Delay, Hotel/Motel Burglary, Car Rental)**
  - within Canada and U.S.A. **1.800.243.0198**
  - outside Canada and U.S.A. **905.475.4822 (call collect)**