

AMEX & Compliance

FAQs for the annual AMEX EET trainings

1. AMEX Enterprise Essential Training (EET) general information

American Express conducts annual Enterprise Essential Trainings (EET). These compliance trainings are mandatory and must be completed.

Employees who do not have an AMEX ADS account receive a Guest User ID from AMEX. This enables access to the Navigator, in which the training courses are stored.

If no AMEX ADS account has been applied for, new hires also receive a Guest User ID approximately 2 - 4 weeks after the date of entry. These colleagues have 30 days to complete the training courses. This procedure is set by AMEX and we ask everyone to complete the training within the 30 days. The deadline for the annual EET training does not apply in this case.

The company-wide deadline by which the trainings must be completed will be communicated well in advance. Please adhere to the communicated Loyalty Partner deadline, even if the Navigator states a different one.

All courses are available in English or German.

2. Who is required to take the AMEX EET training?

- ➔ Permanent employees
- ➔ Trainees (Auszubildende)
- ➔ Trainees
- ➔ Working students who are employed by LP until the communicated deadline
- ➔ Friends who work for LP until the communicated deadline

External staff with AMEX ads account or guest user account. The decision as to whether and which account is required, depending on the duration and type of employment, is up to the respective manager.

3. Who does not need to complete the AMEX EET training?

- ➔ Colleagues who are currently in a passive employment relationship.
- ➔ Colleagues who are currently in a passive employment relationship
- ➔ Interns, as they are usually employed by LP for no longer than 3-6 months.

4. Access data for guest user accounts

Your Guest User ID including all necessary information will be sent to you by e-mail. If you do not receive an e-mail, please contact the mailbox amextrainings@loyaltypartner.com.

5. Instructions for logging in with a guest user account

With these instructions you will be able to log in with confidence:

- Click on the link: <https://AMEX.csod.com/client/AMEX/default2.aspx>
- Enter the Guest User ID
- Click on the message "Data incorrect" or "Login not possible".
- In the next window, enter the Guest User ID again and click "ok"

- ➔ E-mail will be sent to your PAYBACK, LP or LPH e-mail address.
 - Open the e-mail, click on Reset PW and enter a new password.
 - ➔ The Guest User ID is the username (never other data such as e-mail address or Windows login).
 - ➔ Close browser completely
- Click on the **link above**, enter the Guest User ID and the newly assigned password.
- ➔ **If the browser is not closed and reopened after the password reset, the login will not work.**
- If necessary, open the link in a new browser
 - The login will now be successful!

Important: Please deactivate the pop-up blocker for this.

6. You have not received an e-mail with access data?

Please contact: amextrainings@loyaltypartner.com

7. You don't remember your login or password?

Here we distinguish between the password reset of an AMEX ads account and a Guest User ID.

- Password reset for Guest User IDs: Point 5
 - Password reset for an AMEX ads account: only AMEX can reset your password.
- Contact the AMEX Helpdesk on 00800 2639 4357. You will need your Contractor ID and AMEX people leader to reset - if you do not have these details please contact the mailbox at amextrainings@loyaltypartner.com.

8. What should I do if one or more of my workouts show 0% progress even though I have completed them?

Please check first whether a tick has been set for each training. Maybe you accidentally forgot to complete a step within the training. However, if you see the "100% Completed" certificate at the end of the training and your training is not completed, call **AMEX HR** on **0800-723-9258** and have your Contractor ID ready. AMEX support will then direct you to an AMEX intranet page where a screenshot of the certificate can be uploaded. AMEX will then mark the training as completed.