



American Express Company Earnings Conference Call Q2'20

July 24, 2020

Key Priorities for 2020

Support our colleagues and win as a team

Protect our customers and the brand

Structure the company for growth in the future

Remain financially strong

Summary Financial Performance



(\$ in millions; except per share amounts)

	Q2'20	Q2'19	YoY% Inc/(Dec)
Total Revenues Net of Interest Expense	\$7,675	\$10,838	(29%)
<i>FX-Adjusted*</i>		\$10,710	(28%)
Net Income	\$257	\$1,761	(85%)
Effective Tax Rate	58.7%	20.6%	
Diluted EPS [†]	\$0.29	\$2.07	(86%)
Average Diluted Shares Outstanding	805	836	(4%)

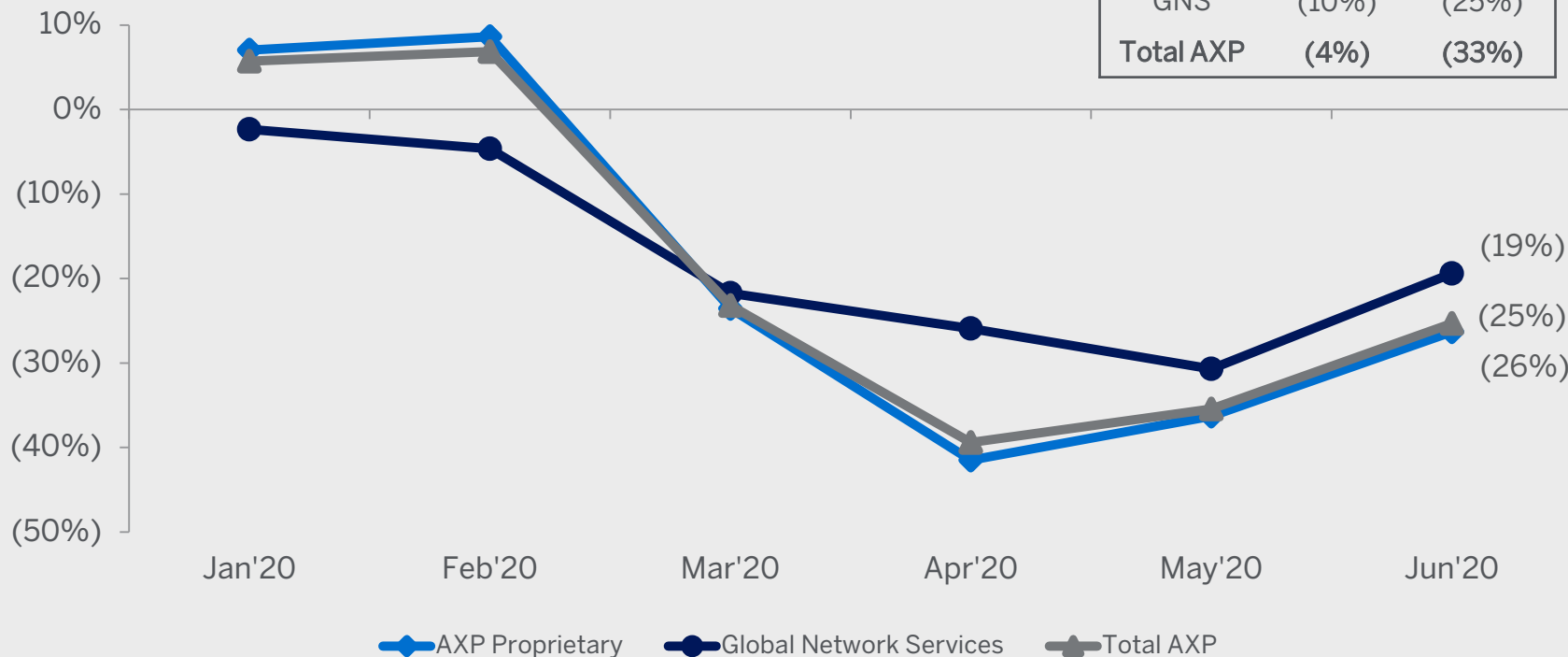
*Total Revenues Net of Interest Expense adjusted for FX is a non-GAAP measure. FX-adjusted information assumes a constant exchange rate between the periods being compared for purposes of currency translation into U.S. dollars (i.e., assumes Q2'20 foreign exchange rates apply to Q2'19 results). †Attributable to common shareholders. Represents net income less earnings allocated to participating share awards, dividends on preferred shares and other items.

Worldwide Billed Business Growth



% Increase/(decrease) vs. Prior year (FX-adjusted):

	Q1'20	Q2'20
AXP Prop	(3%)	(35%)
GNS	(10%)	(25%)
Total AXP	(4%)	(33%)



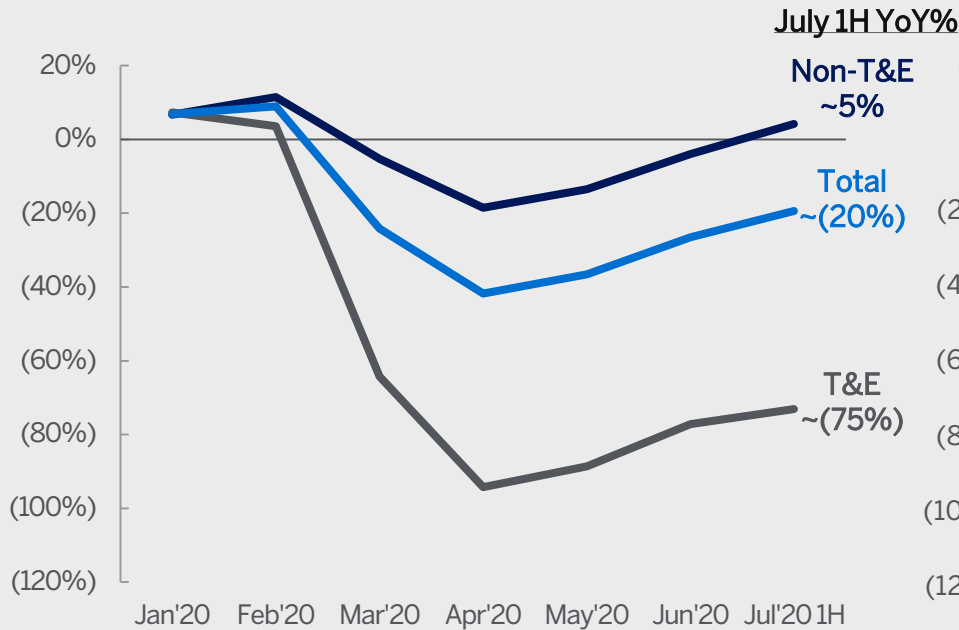
In any given month, the exact days of the week falling in that month as well as the timing of holidays can impact billed business growth rates, a concept the Company refers to as "days mix". See Annex 1 for reported billings growth rates.

AXP Proprietary Billed Business Growth



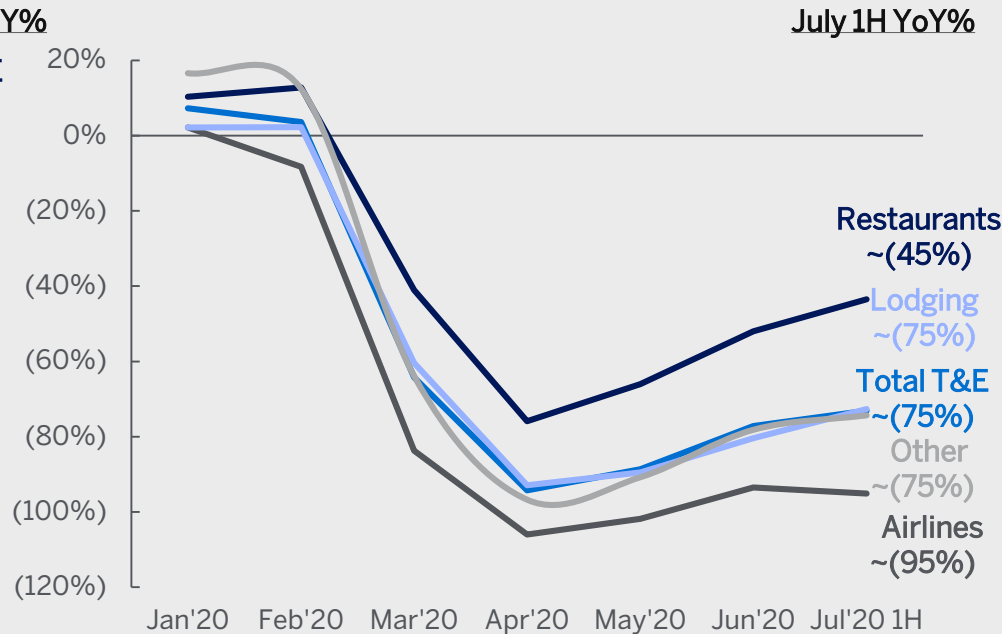
T&E vs. Non-T&E

% Increase/(decrease) vs. Prior year (FX-adjusted):



T&E by Industry

% Increase/(decrease) vs. Prior year (FX-adjusted):

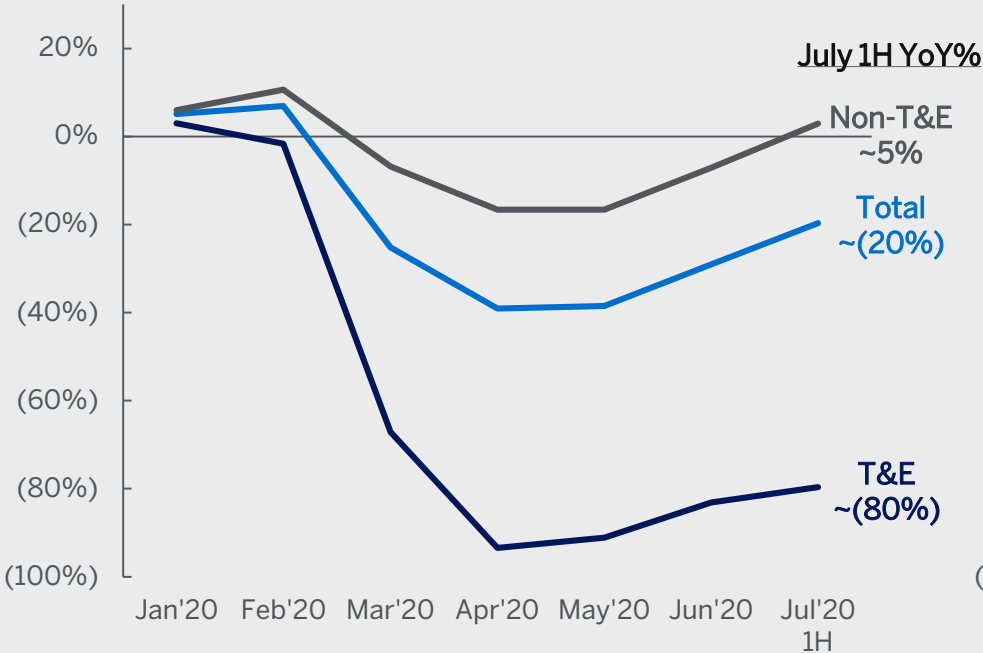


Global Commercial Billed Business Growth



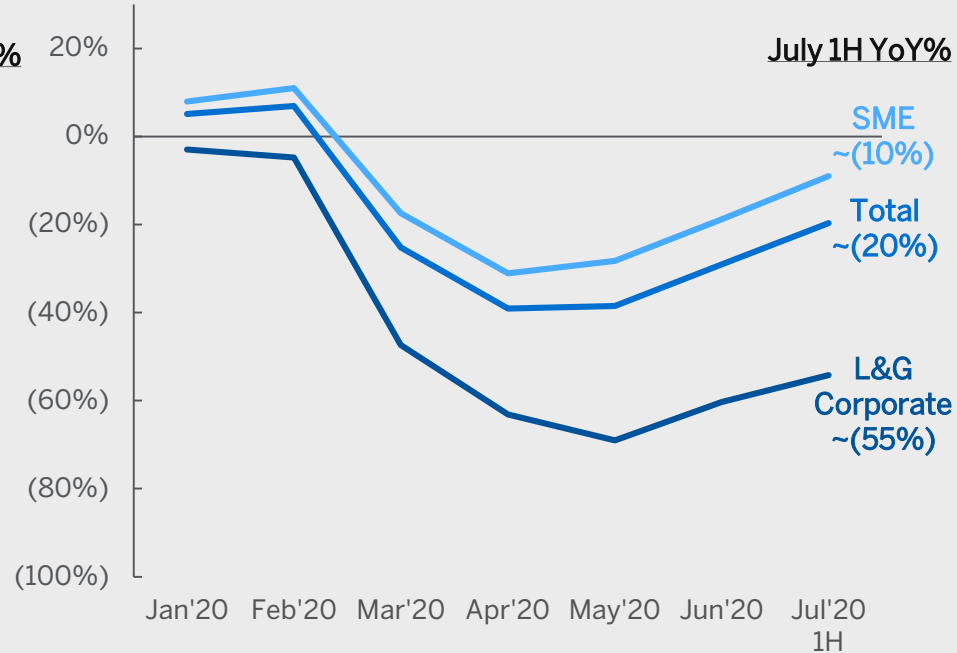
Global Commercial

% Increase/(decrease) vs. Prior year (FX-adjusted):



SME vs. Large & Global Corporate

% Increase/(decrease) vs. Prior year (FX-adjusted):

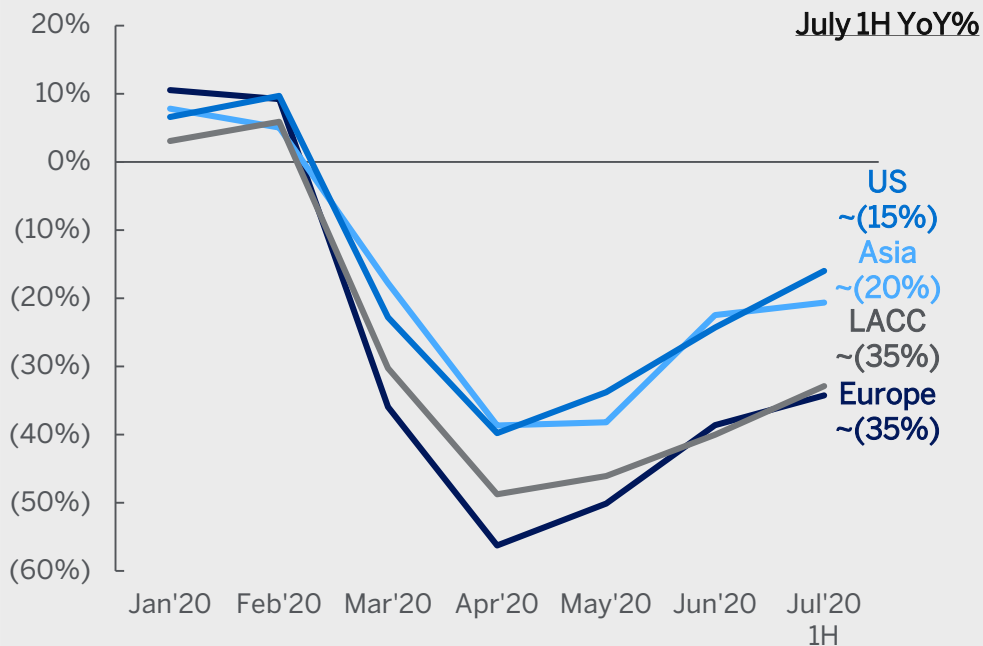


Proprietary Billed Business Growth by Region



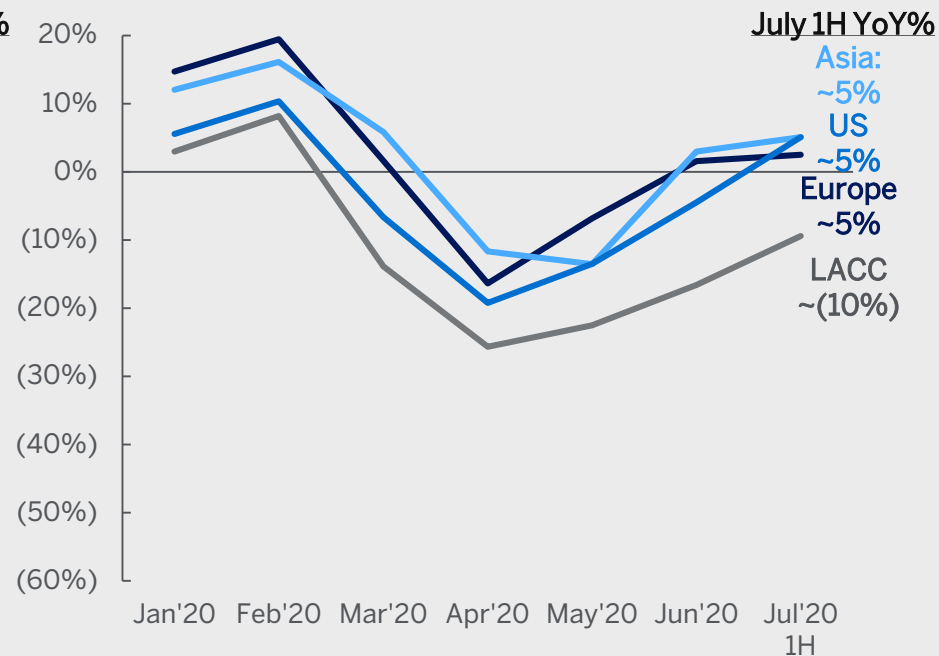
Billed Business by Region*

% Increase/(decrease) vs. Prior year (FX-adjusted):



Non-T&E Billed Business by Region*

% Increase/(decrease) vs. Prior year (FX-adjusted):



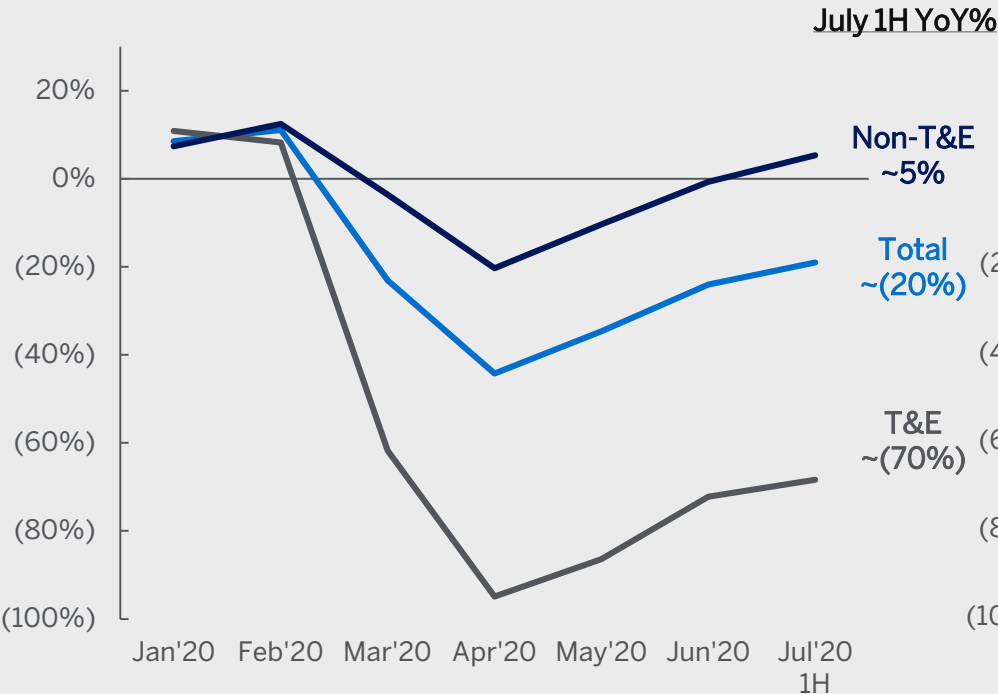
*Reflects spend on proprietary cards issued in the respective region. Proprietary jurisdictions in Europe: France, Germany, Italy, Netherlands, Spain, UK; Asia: Australia, Hong Kong, India, Japan, Singapore, Taiwan; LACC: Canada, Mexico.

Global Consumer Billed Business Growth



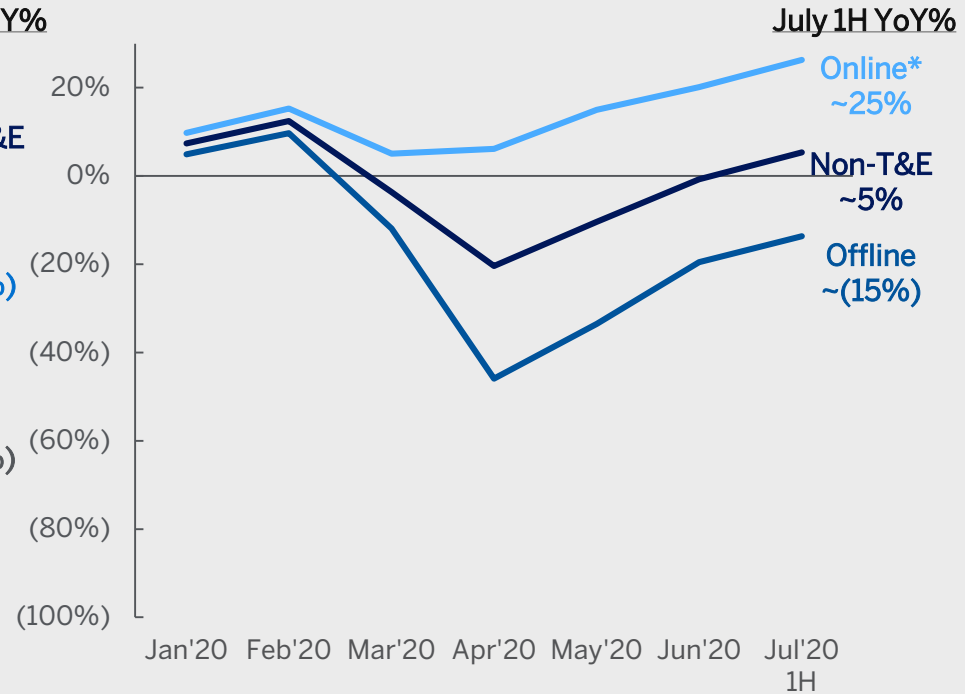
T&E vs. Non-T&E

% Increase/(decrease) vs. Prior year (FX-adjusted):



Non-T&E: Online* vs. Offline

% Increase/(decrease) vs. Prior year (FX-adjusted):



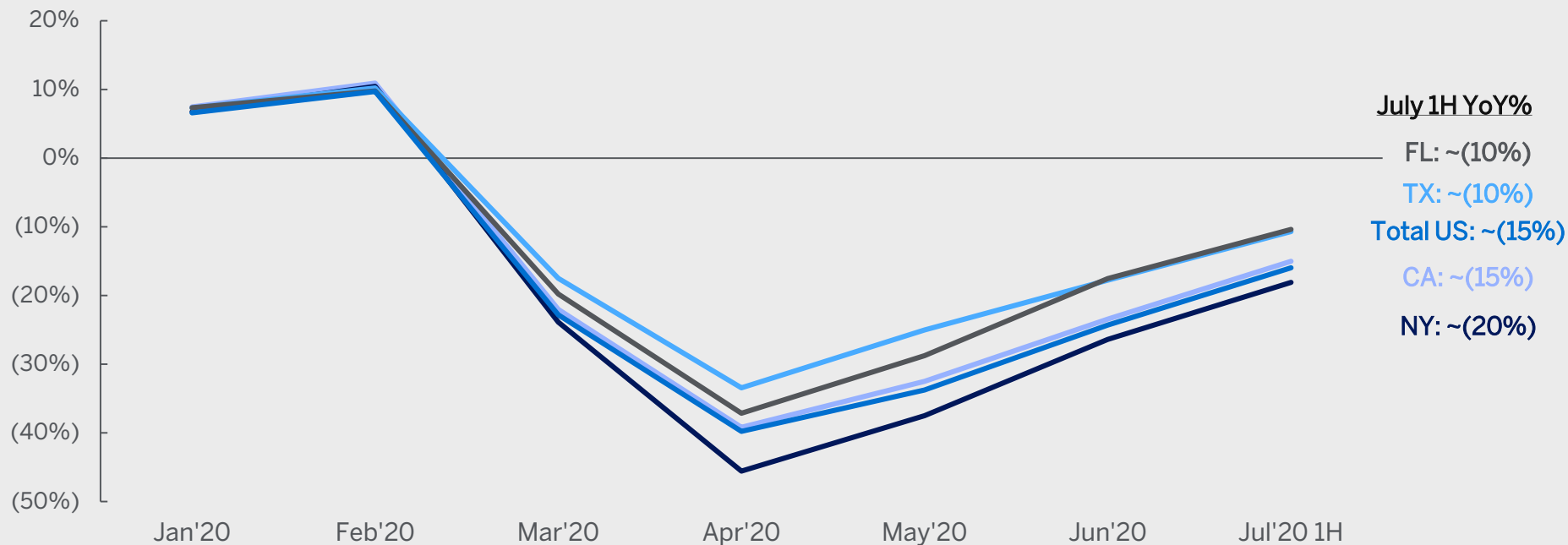
*Online = Online + Card Not Present. See Annex 1 for monthly/quarterly reported billings growth rates for Total Global Consumer Billed Business

U.S. Proprietary Billed Business Growth



Proprietary Billed Business by State*

% Increase/(decrease) vs. Prior year (FX-adjusted):



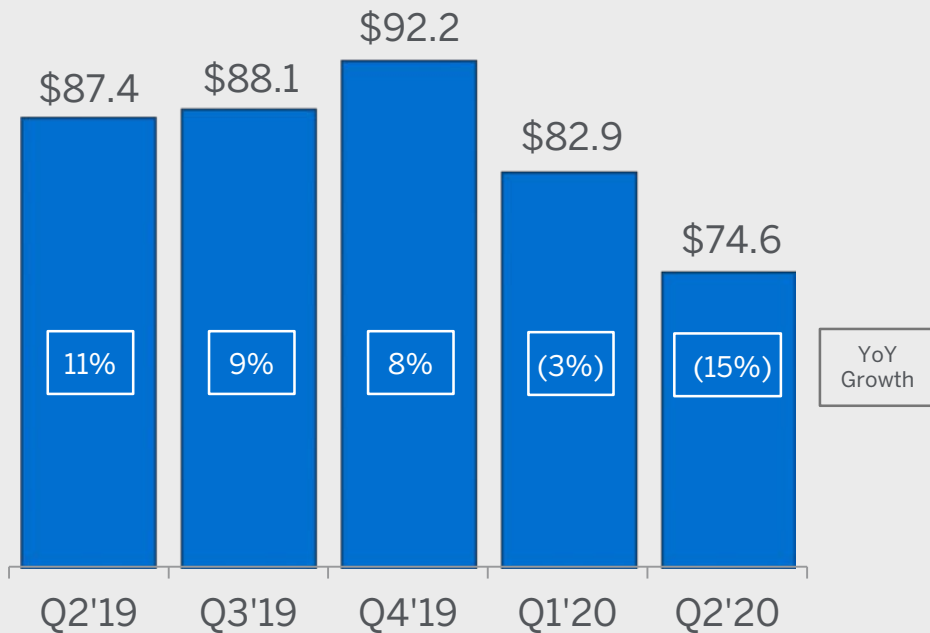
* Reflects spend on proprietary US Consumer and US Small Business cards issued in the respective state. Total US reflects US spend on all proprietary cards issued in the US.

Worldwide Total Loans and Card Member Receivables



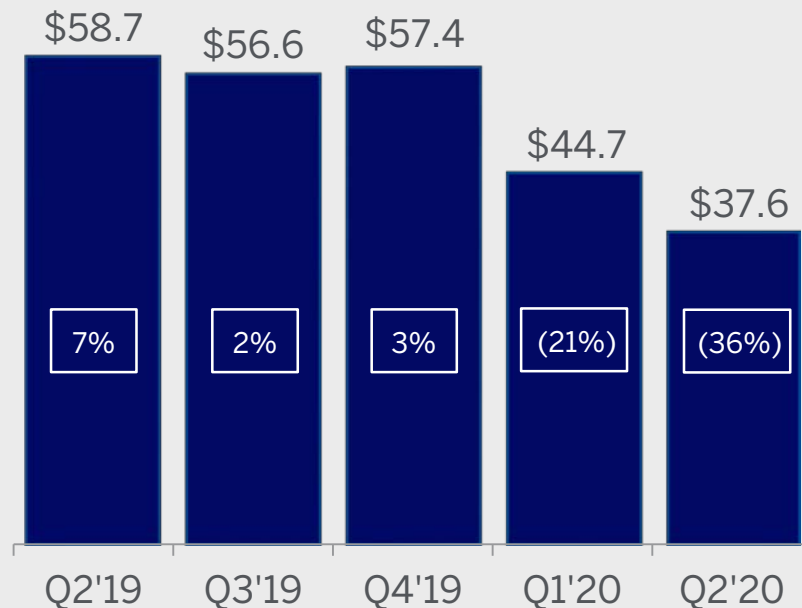
Total Ending Loans

(\$ in billions)



Total Ending Card Member Receivables

(\$ in billions)



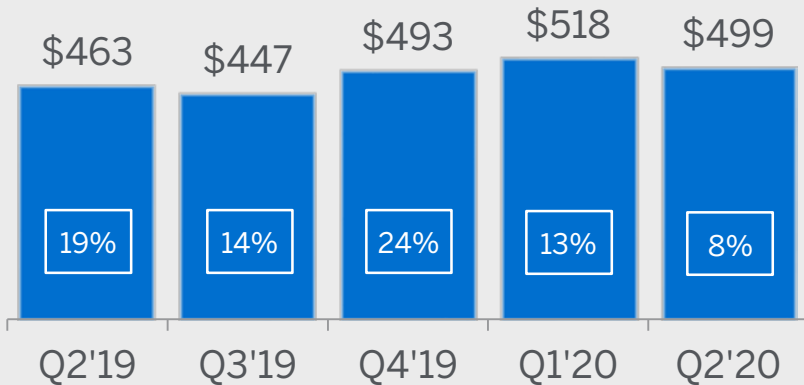
Note: Total Loans reflects Card Member loans and Other loans.

Card Member Credit Metrics



Card Member Loans

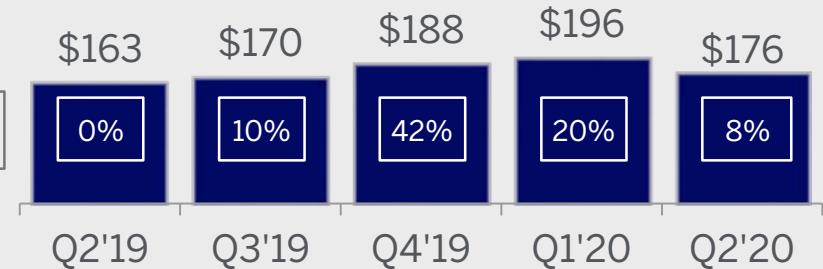
(Net Write-off \$ in millions)



YoY Growth

Card Member Receivables*

(Adj. Net Write-off \$ in millions*)



Net Write-off rates

30+ Days Past Due

Net Write-off rates

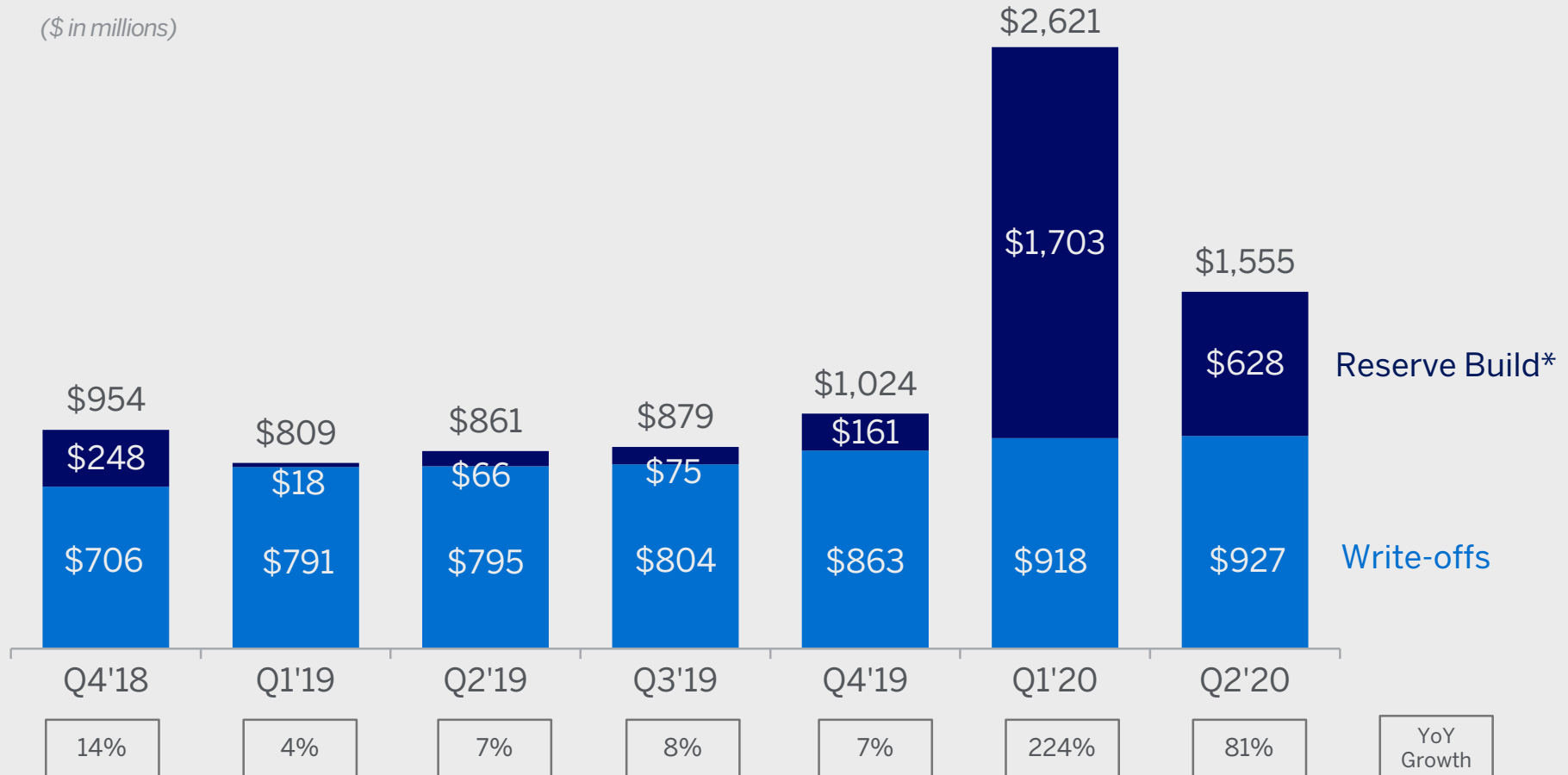
30+ Days Past Due

Net Write-off rates	2.3%	2.1%	2.3%	2.5%	2.8%
30+ Days Past Due	1.4%	1.5%	1.5%	1.7%	1.6%

Net Write-off rates	1.7%	1.8%	1.9%	2.1%	2.5%
30+ Days Past Due	1.4%	1.5%	1.4%	1.9%	1.7%

Total Provision for Losses

(\$ in millions)



See Additional Commentary on Slide 24 for an explanation of the provision variance versus last year. * Represents the portion of the provisions for credit losses for the period related to increasing or decreasing reserves for credit losses as a result of, among other things, changes in volumes, macroeconomic outlook, portfolio composition and credit quality of portfolios.

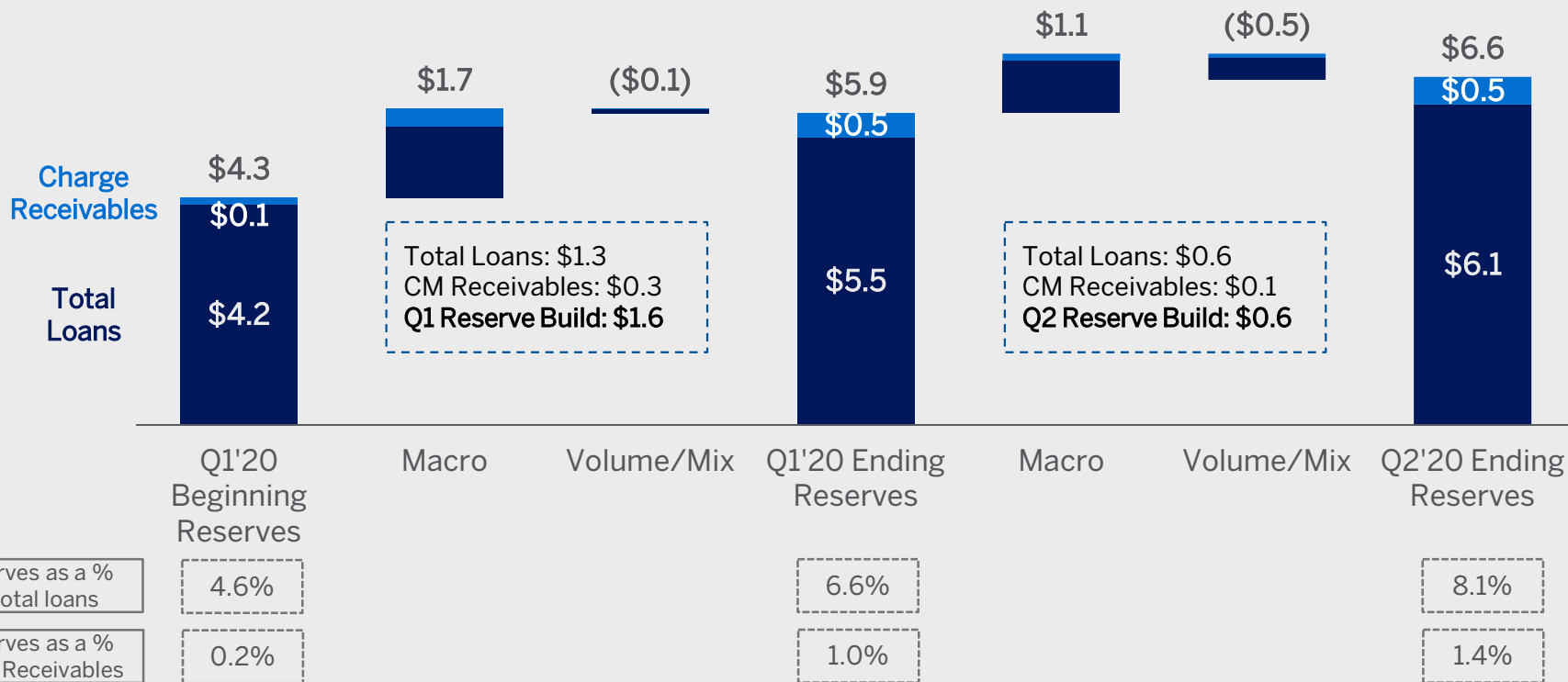
Credit Reserve Build Macroeconomic Assumptions

	Q2'20	Q4'20
Unemployment		
Q2 Reserve	15% – 17%	9% – 11%
Q1 Reserve	9% – 13%	7% – 9%
GDP*		
Q2 Reserve	(33%) – (36%)	0.6% – (4%)
Q1 Reserve	(18%) – (25%)	2% – (6%)

Total Reserves

Balance Sheet Credit Reserve Build*

(\$ in billions)

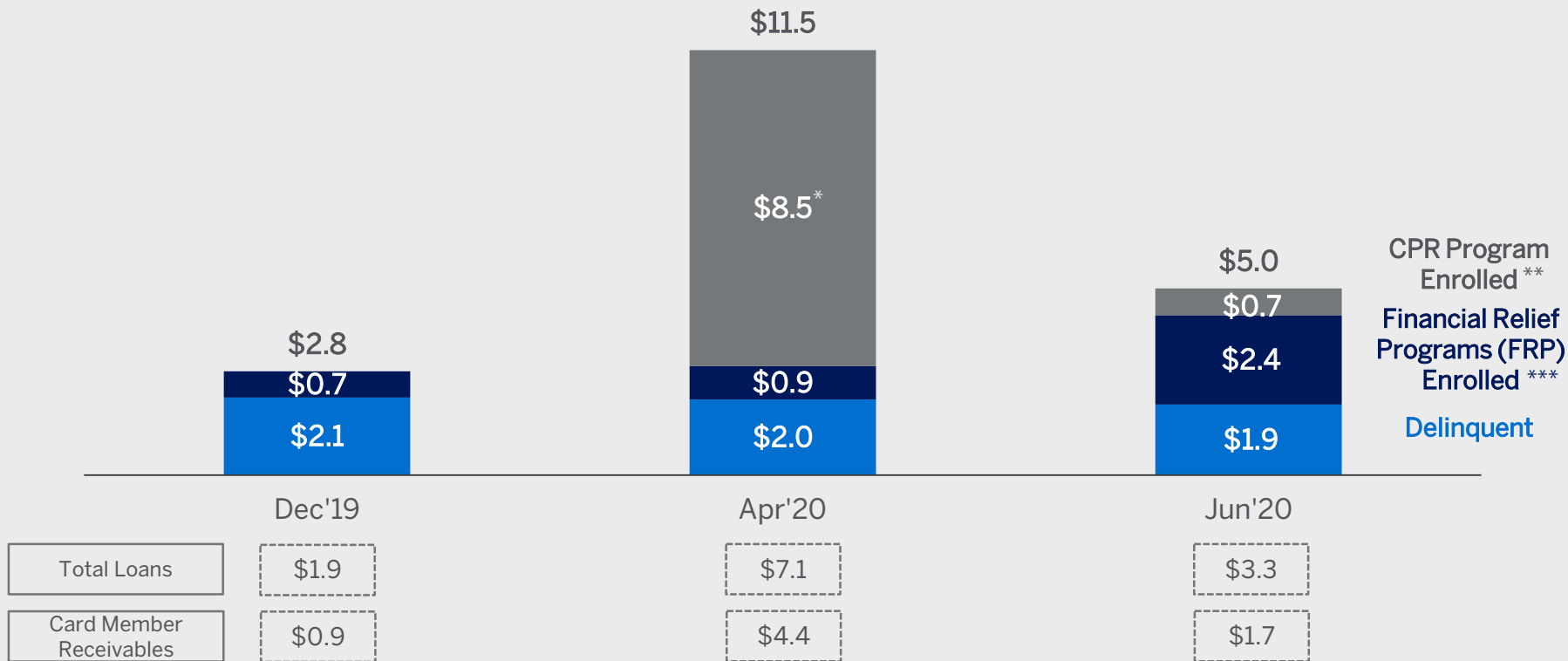


*Q1'20 and Q2'20 Balance Sheet credit reserve builds differ from P&L credit reserve builds due to other receivables and FX impacts. Reserve subtotals may not foot due to rounding.

Delinquent and Financial Relief Program Balances



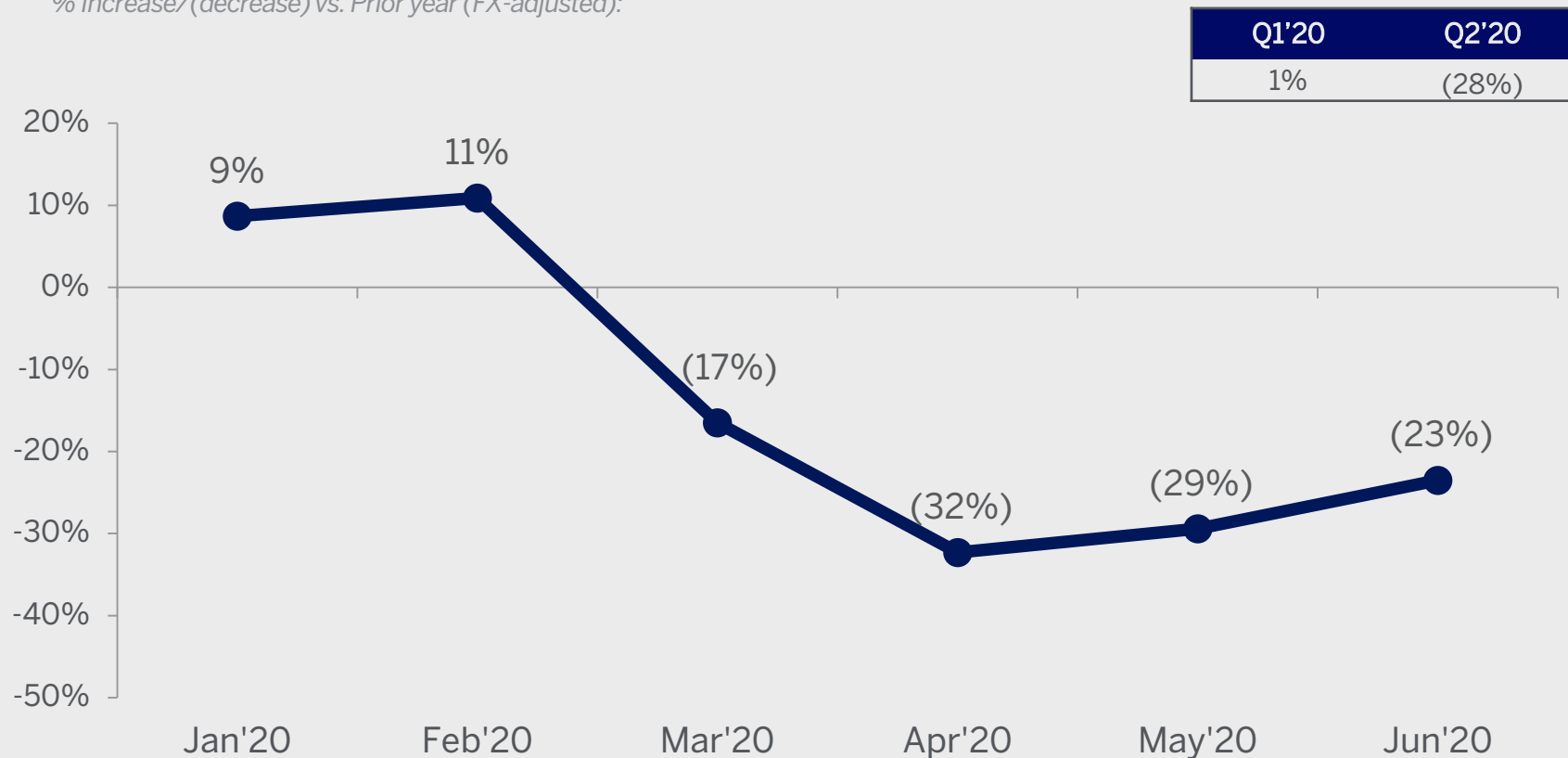
(\$ in billions)



Note: Total Loans reflects Card Member loans and Other loans. CPR = Customer Pandemic Relief Program is a program designed for customers who have been impacted by COVID-19 and provides 1-3 months of payment deferral. Financial Relief Programs are designed to give customers financial assistance; short-term payment plan can provide relief benefits for 12 months following enrollment and the long-term payment plan can provide relief benefits for 36 or 60 months following enrollment. Delinquent means loans and receivables that are 30+ days past due, (90+ days past billings for GCP). Subtotals may not foot due to rounding. * Represents the balances at enrollment for card members in the CPR program as of April, 19 2020. ** Includes balances that are also FRP enrolled and/or Delinquent and thus also included in those categories. *** FRP balance is a non-GAAP measure and excludes delinquent balances that are also reported in the Delinquent category. See Annex 7 for a reconciliation to In-program Troubled Debt Restructuring (TDR) Balance.

FX-Adjusted Revenue Growth*

% Increase/(decrease) vs. Prior year (FX-adjusted):



*Total Revenue Net of Interest Expense adjusted for FX and the related growth rates are non-GAAP measures. See Annex 2 for total Revenue Net of Interest Expense on a GAAP basis.

Revenue Performance

(\$ in millions)

Discount Revenue

Net Card Fees

Other Fees & Commissions

Other Revenue

Net Interest Income

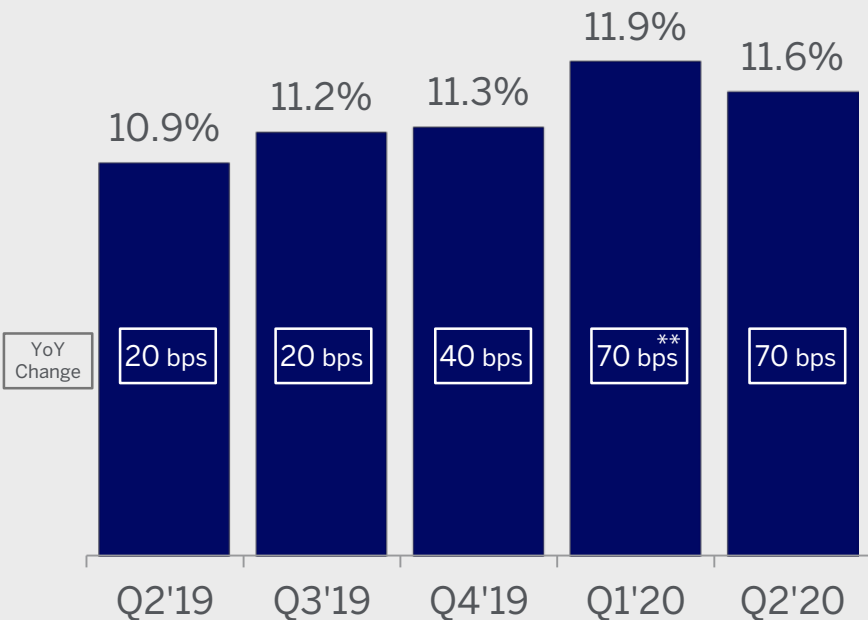
Revenues Net of Interest Expense

*FX Adjusted**

	Q2'20	YoY % Inc/(Dec)	% of Total Revenue
Discount Revenue	\$4,015	(39%)	52%
Net Card Fees	1,141	15%	15%
Other Fees & Commissions	449	(46%)	6%
Other Revenue	186	(49%)	2%
Net Interest Income	1,884	(9%)	25%
	<hr/>		<hr/>
Revenues Net of Interest Expense	\$7,675	(29%)	100%
	<hr/> <hr/>		
		(28%)	

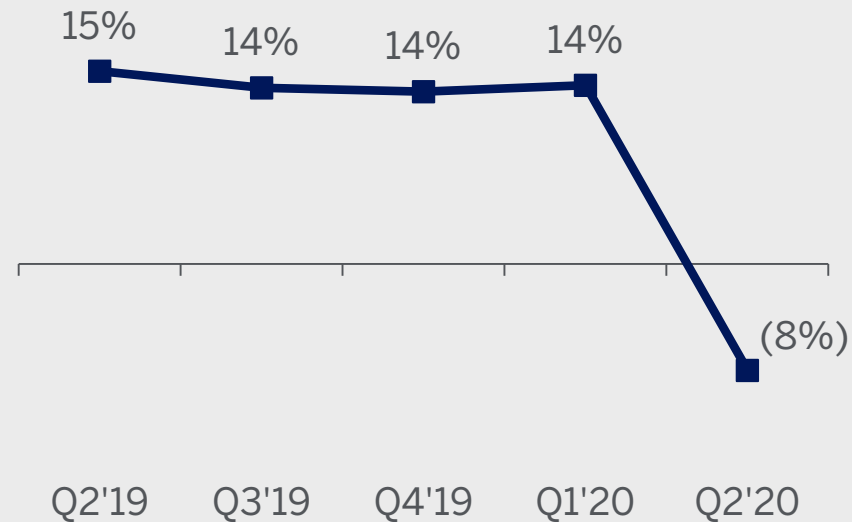
Net Interest Yield and Net Interest Income

WW Net Interest Yield on CM Loans *



Net Interest Income ***

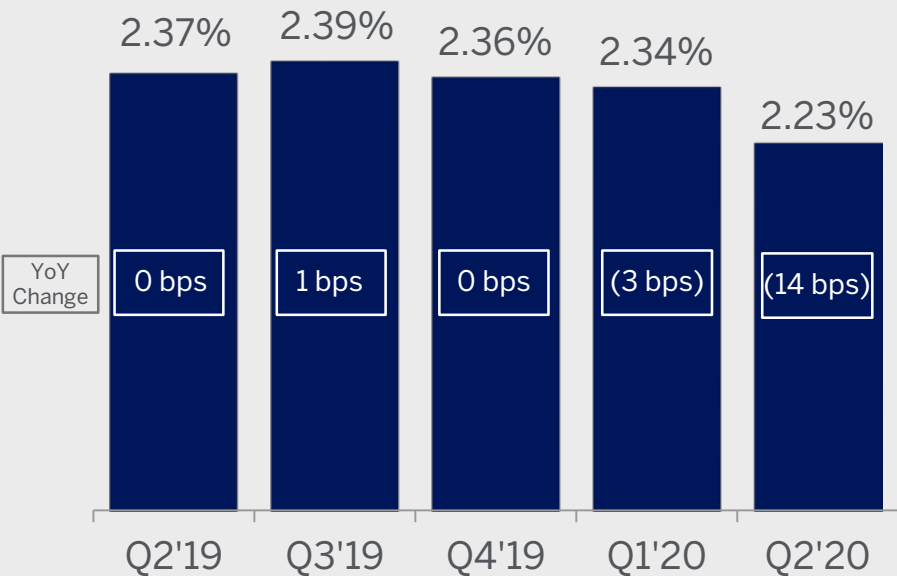
% Increase/(decrease) vs. Prior year (FX-adjusted):



*See Annex 3 for a reconciliation of net interest yield, a non-GAAP measure. ** YoY difference includes rounding. *** Net Interest Income adjusted for FX and the related growth rates are non-GAAP measures. See Annex 5 for Net Interest Income on a GAAP basis.

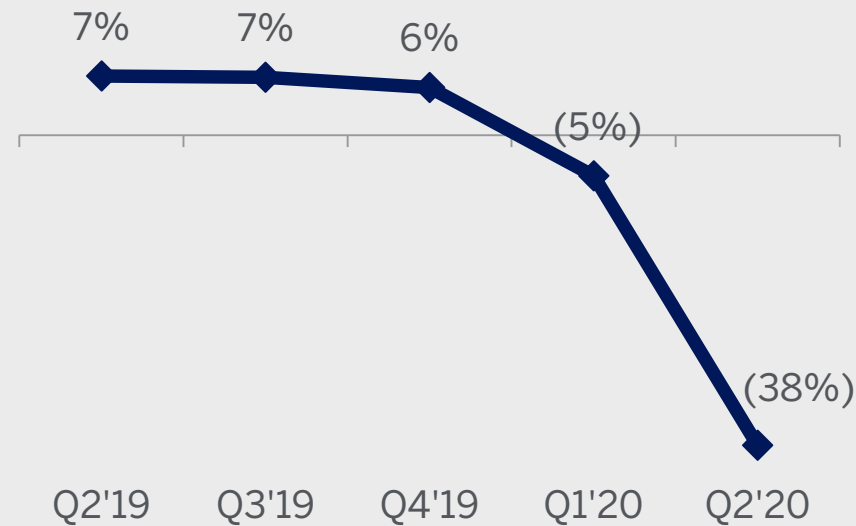
Discount Revenue

Average Discount Rate



Discount Revenue Growth*

% Increase/(decrease) vs. Prior year (FX-adjusted):



* Discount Revenue adjusted for FX and the related growth rates are non-GAAP measures. See Annex 4 for Discount Revenue on a GAAP basis.

Expense Performance



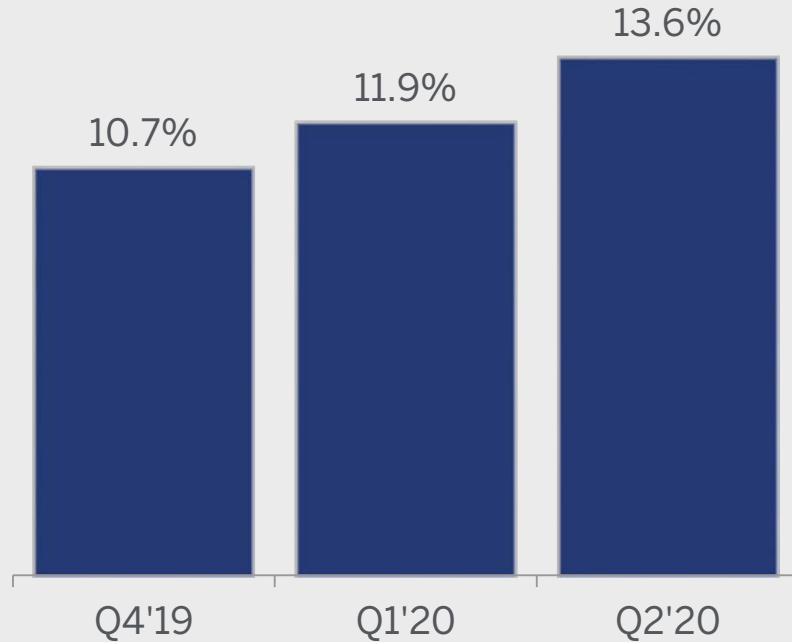
(\$ in millions)

	Q2'20	Q2'19	Inc/(Dec)	Expense Expectations Variable Customer Engagement Expenses Provides ~50% offset to YoY Revenue declines BoY OPEX \$1Bn lower YoY cumulatively across Q2'20-Q4'20
Card Member Rewards	\$1,349	\$2,652	(49%)	
Card Member Services and Other	208	563	(63%)	
Business Development	617	892	(31%)	
Marketing	745	884	(16%)	
Operating Expenses*	2,579	2,767	(7%)	
Total Expenses	\$5,498	\$7,758	(29%)	

See Additional Commentary on Slide 25 for an explanation of the expense variances versus last year. *Represents salaries and employee benefits, professional services, occupancy and equipment, and other, net.

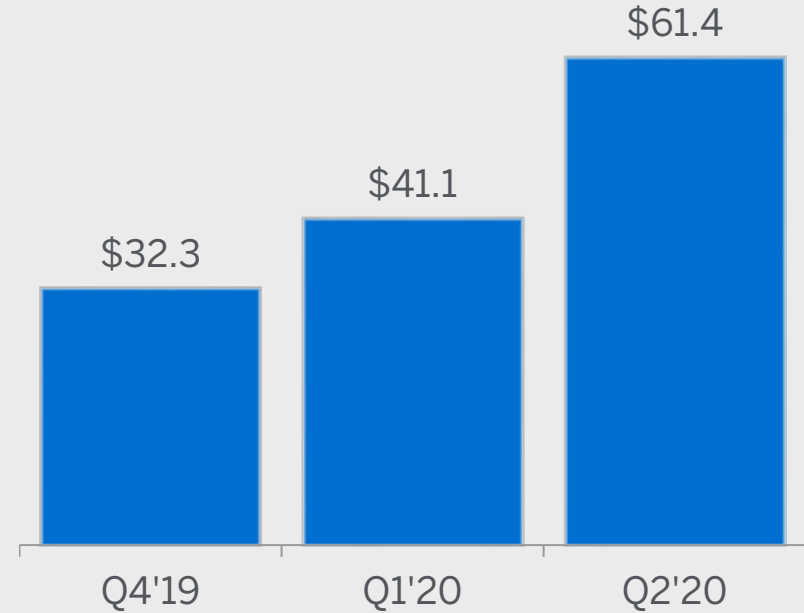
Capital and Liquidity

Common Equity Tier 1



Cash and Investments

(\$ in billions)



Note: The CET1 ratio for Q2'20 represents a preliminary estimate and may be revised in the company's Form 10-Q for the quarter ended June 30, 2020. Cash and Investments represent Cash and cash equivalents and Investment securities on the Consolidated Balance Sheets. Investment securities is substantially comprised of US Government treasury obligations.

Key Priorities for 2020

Support our colleagues and win as a team

Protect our customers and the brand

Structure the company for growth in the future

Remain financially strong

Appendix



Additional Commentary – Variance Analysis

The following summary provides selected variance information for the three months ended June 30, 2020 compared to the same period in the prior year. It should be read in conjunction with the statistical tables for Q2'20, available at ir.americanexpress.com, and the Quarter Report on Form 10-Q for the quarter ended June 30, 2020 (the Q2'20 Form 10-Q), and is qualified in its entirety by reference to Management's Discussion and Analysis of Financial Condition and Results of Operations contained within the Q2'20 Form 10-Q.

- **Discount Revenue**: Decreased 39% versus Q2'19, primarily driven by a decrease in billed business of 34%, due to the continued impacts of the COVID-19 pandemic and the resulting containment measures and a decrease in the average discount rate. The average discount rate was 2.23 percent, down from 2.37 percent a year ago, due to a shift in spend mix to non-T&E categories.
- **Net Card Fees**: Increased 15% versus Q2'19, primarily driven by increases in our premium card product portfolios.
- **Other Fees & Commissions**: Decreased 46% versus Q2'19, primarily due to the impacts of COVID-19 containment measures, including travel bans and restrictions, which resulted in lower foreign exchange conversion revenue related to decreased cross-border Card Member spending and lower travel commissions and fees from our consumer travel business, as well as a decline in late fees due to waived charges for Card Members who are enrolled in COVID-19 related financial relief programs.
- **Other Revenues**: Decreased 49% versus Q2'19, primarily driven by a net loss in the current year, as compared to net income in the prior year from the GBT JV, as well as lower revenue earned on cross-border Card Member spending due to the impacts of the COVID-19 containment measures, including travel bans and restrictions.
- **Interest Income**: Decreased 18% versus Q2'19, driven by a reduction in benchmark interest rates, customer participation in COVID-19 related financial relief programs and lower average Card Member loan volumes.
- **Interest expense**: Decreased 39% versus Q2'19, primarily driven by lower interest rates paid on deposits and outstanding debt.
- **Provision for Credit Losses**: Increased 81% versus Q2'19, primarily driven by higher reserve builds reflecting the continued deterioration of the global macroeconomic outlook, including unemployment and GDP, and a shift in the mix of loans and receivables, partially offset by a decrease in the outstanding balance of loans and receivables. The current year also included a \$53 million write-off in Card Member receivables due to the bankruptcy of a corporate client; an associated expected loss recovery from an insurance claim was recognized as a reduction to Other expense.

Additional Commentary - Variance Analysis

Card Member Engagement (the aggregate of rewards, Card Member services, and marketing and business development expenses): Decreased 42% versus Q2 '19. In January 2020, we re-launched our Delta cobrand products following the renewal extending our cobrand relationship with Delta Air Lines on March 31, 2019. The contract renewal included new pricing terms, some of which became effective upon contract signing and others that were tied to the product re-launch. These pricing changes, as well as changes in the expense classification of certain benefits associated with the re-launch, resulted in offsetting increases to Marketing and business development and decreases to both Card Member rewards and Card Member services expenses, as compared to the prior year.

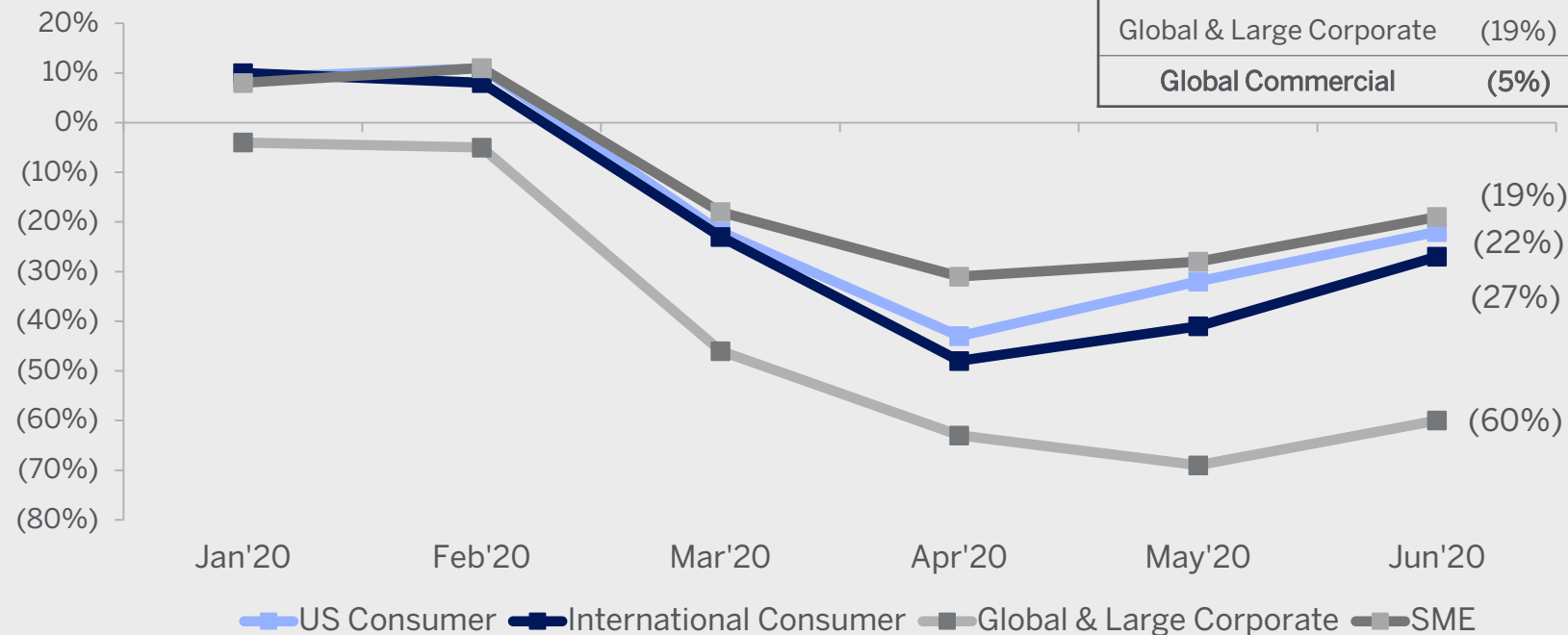
- Marketing and Business Development: Decreased 23% versus Q2'19. The decrease in marketing expense reflected a reduction in proactive marketing for Card Member acquisitions, partially offset by incremental investments in enhancements to our Card Member value proposition. The decrease in business development expense was driven by decreases in corporate client incentives and network partner payments due to lower billed business reflecting the impacts of COVID-19, partially offset by the Delta changes described above.
- Card Member Rewards Expense: Decreased 49% versus Q2'19, primarily driven by decreases in billed business as a result of the impacts of COVID-19. In addition, redemption volume has shifted towards non-travel related options since the onset of COVID-19, contributing to a decrease in Membership Rewards weighted average cost per reward point and expense. Cobrand rewards expense also reflected the impact of the Delta changes described above. Membership Rewards and cash back rewards decreased \$941 million and cobrand rewards decreased \$362 million versus Q2'19.
- The Company's Membership Rewards Ultimate Redemption Rate for current program participants was 96% (rounded up) for both Q2'20 and Q2'19.
- Card Member Services Expense: Decreased 63% versus Q2'19, primarily due to lower usage of travel-related benefits, as a result of COVID-19, as well as the Delta changes described above.
- Salaries and Employee Benefits Expense: Decreased 1% versus Q2'19, primarily driven by lower incentive compensation, partially offset by higher payroll costs and higher deferred compensation expenses.
- Other Expenses: Decreased 12% versus Q2'19, primarily driven by lower employee-related operating costs, an expected loss recovery from an insurance claim associated with the write-off of Card Member receivables due to the bankruptcy of a corporate client and a gain in the current year as compared to a loss in the prior year related to our strategic investments.

Proprietary Billed Business Growth



% Increase/(decrease) vs. Prior year (FX-adjusted):

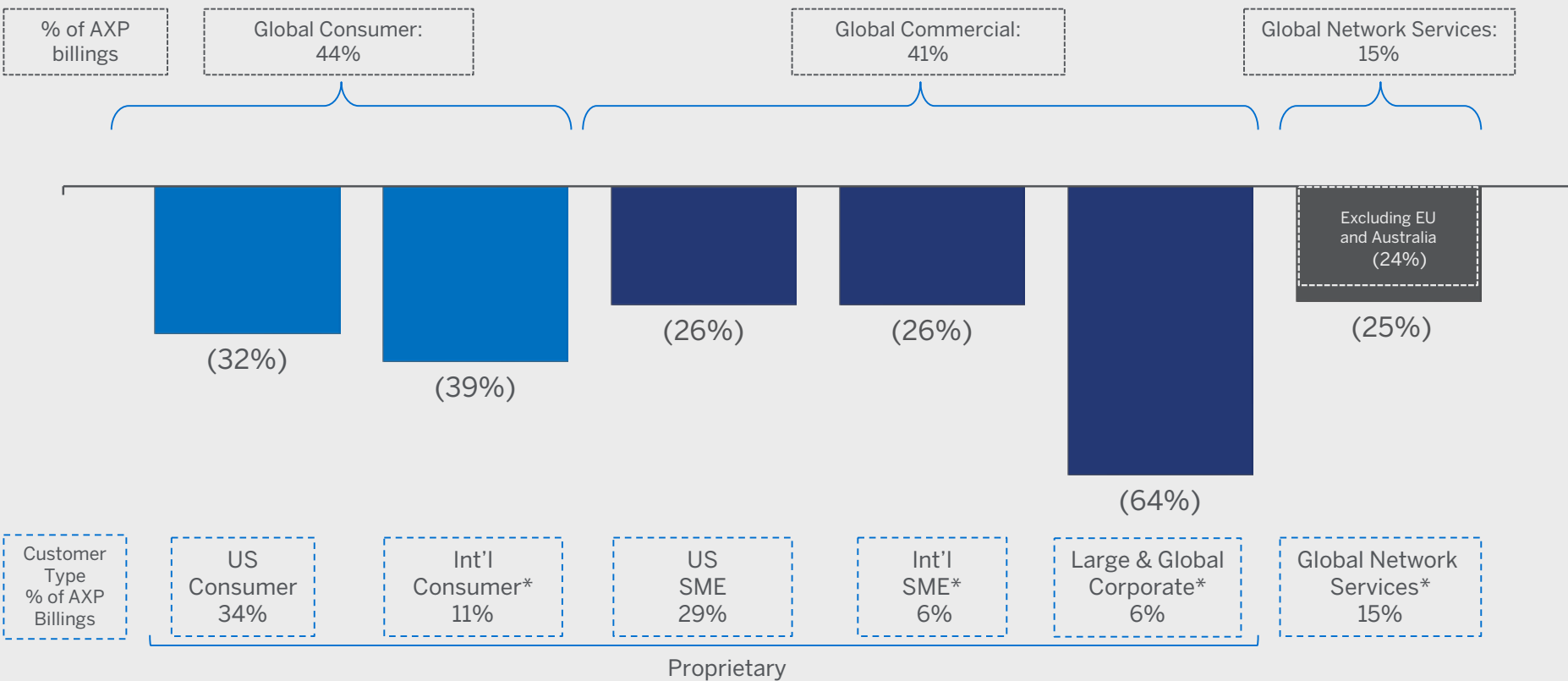
	Q1'20	Q2'20
US Consumer	(1%)	(32%)
International Consumer	(2%)	(39%)
Global Consumer	(2%)	(34%)
SME	0%	(26%)
Global & Large Corporate	(19%)	(64%)
Global Commercial	(5%)	(36%)



* See Annex 1 for reported billings growth rates.

Q2'20 Billed Business Growth by Customer Type

% Increase/(decrease) vs. Prior year (FX-adjusted):

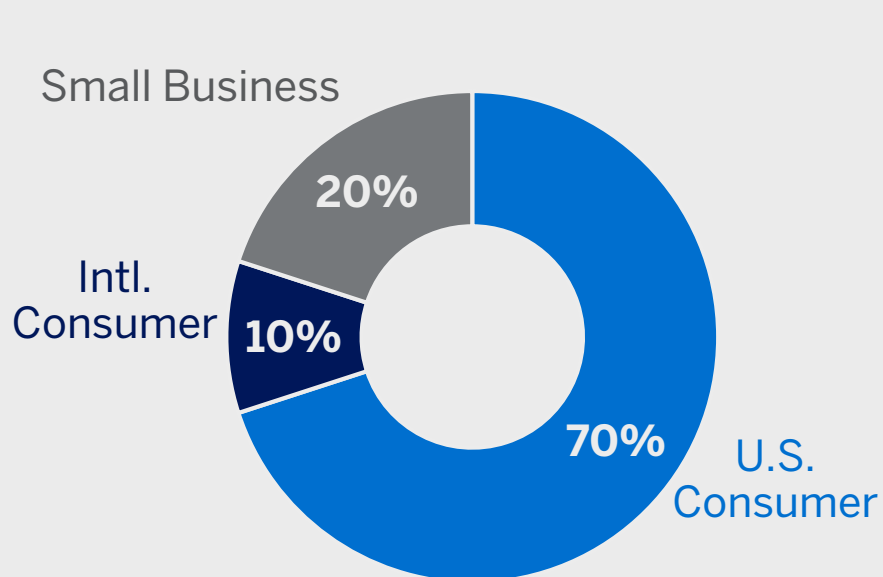


Note: Preliminary. SME refers to small and mid-sized businesses with less than \$300MM in annual revenues. * See Annex 1 for reported billings growth rates.

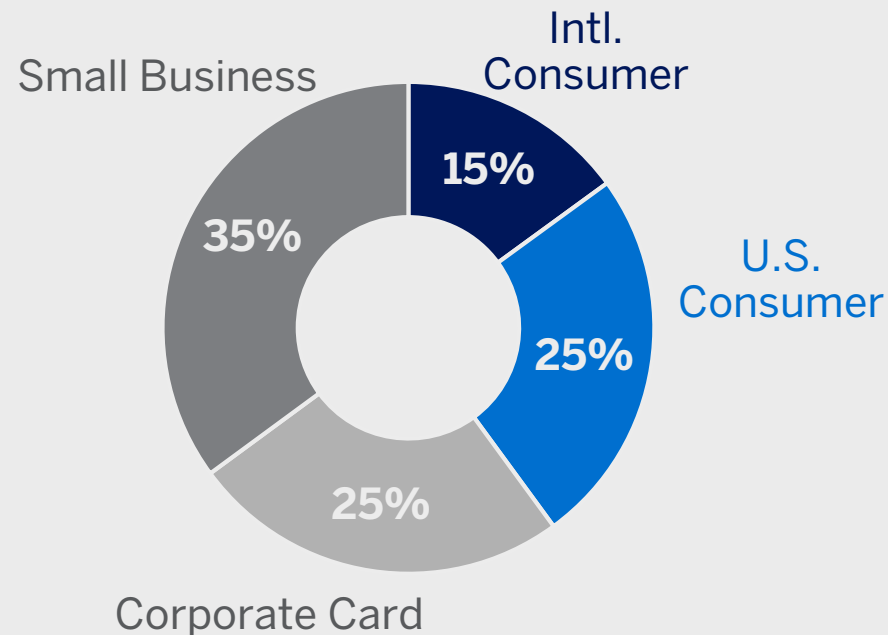
Worldwide Total Loans and Card Member Receivables Mix



Q2'20 Total Loan Mix



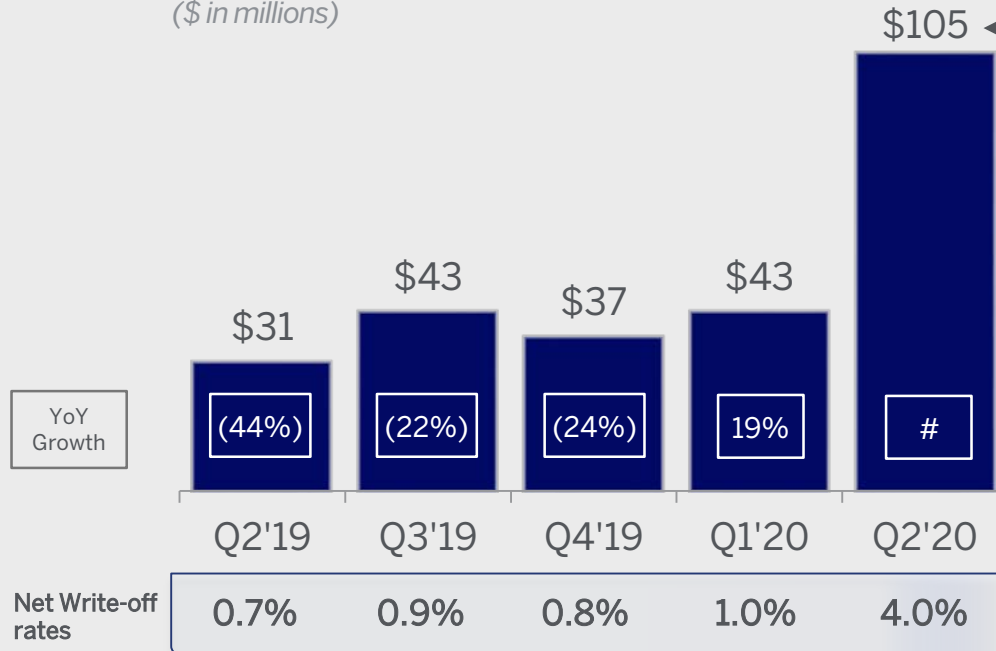
Q2'20 Card Member Receivables Mix



Global Corporate Payments Card Member Credit Metrics

Card Member Receivables Net Write-offs

(\$ in millions)



Client Bankruptcy Impact in Q2'20

Net Write-Off Amount
\$53M

Credit Insurance Claim Recovery
(Opex, Other Net)
\$47M

Decrease to Pre-Tax Income
(\$6M)

Customer Pandemic Relief (CPR) Program Details



(\$ in billions)

	Total Balances as of June 30 th *		Total Balances as of April 19 th **	
	Loans	Card Member Receivables	Loans	Card Member Receivables
Consumer	\$0.2	\$0.1	\$2.8	\$0.7
Small Business	\$0.2	\$0.1	\$2.3	\$2.4
Corporate		\$0.0		\$0.3
Total	\$0.5	\$0.2	\$5.1	\$3.4
% of Total***	0.6%	0.6%	6%	8%

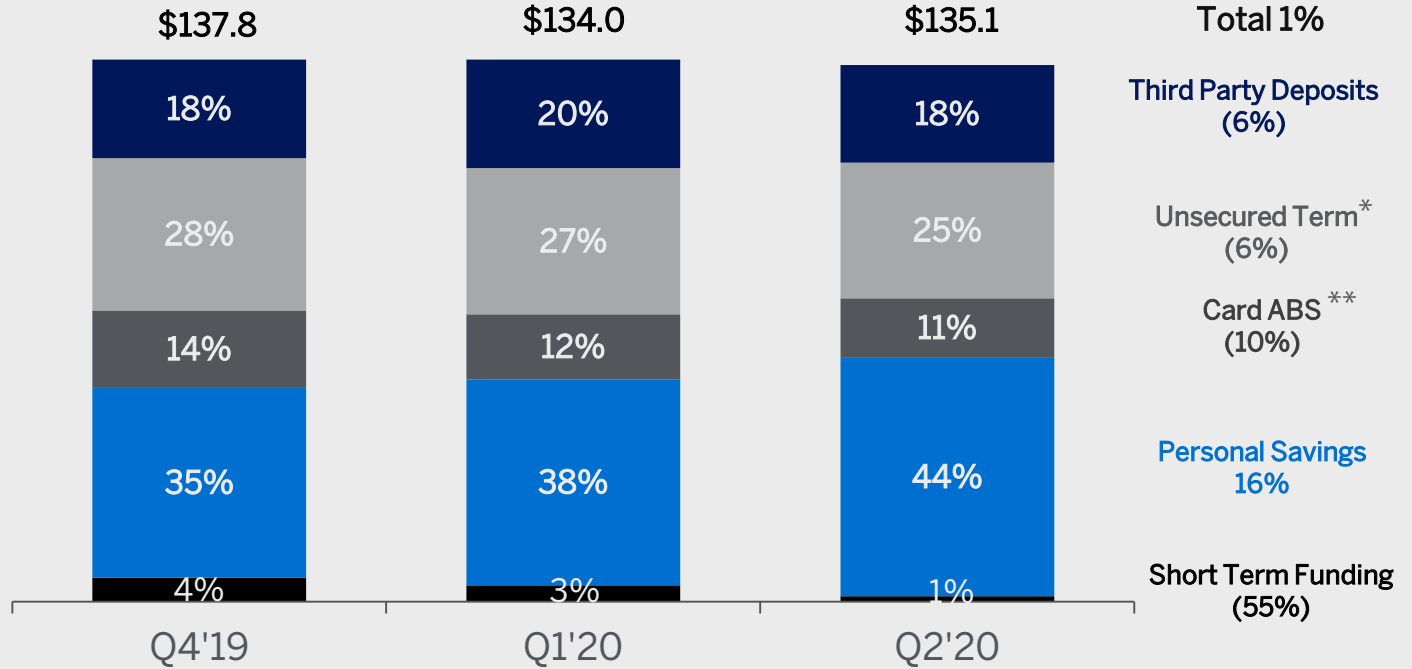
*Represents the outstanding balances left in the program as of the end of Q2'20. **Represents the balances at enrollment for card members enrolled in the Program on April 19th.

***Represents the % of total Loans and Charge Receivables for Q1 (April 19th data) and Q2 (June 30th data) respectively.

Funding Mix

(\$ in billions)

Q2'20 vs Q1'20 Growth

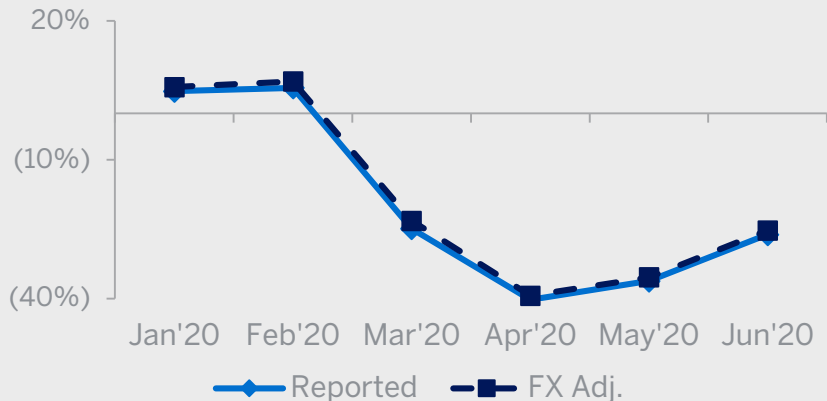


*Reflects face amount of unsecured term debt. **Reflects face amount of Card ABS, net of securities retained by the Company. Includes outstanding ABS secured borrowing facility draws.

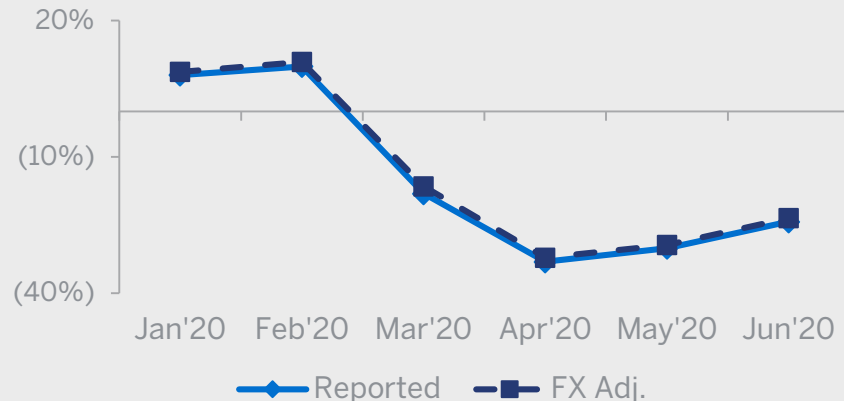
FX Impact on Billings and Revenue Growth

% Increase/(decrease) vs. Prior year:

Billed Business



Revenue Net of Interest Expense



Approximate Q2'20 BB as a % of Total

YoY% change in USD* vs Currency. Strengthened / (Weakened)

	Euro €	UK £	Japan ¥	Australia \$	Canada \$	Mexico \$
Approximate Q2'20 BB as a % of Total	3%	3%	5%	3%	2%	1%
YoY% change in USD* vs Currency. Strengthened / (Weakened)	1%	2%	0%	2%	4%	20%

Note Billed Business is based on where the issuer is located and includes both proprietary and non-proprietary cards. See Slide 3 for an explanation of FX-adjusted information.

*Represents percentage change in foreign currency exchange rates at 2019 and 2020 June month-end, respectively, per Bloomberg.

Annex 1 (1 of 2)

➔ **Billed Business – Reported & FX-Adjusted***
 % Increase/(decrease) vs. prior year

	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Q1'20	Q2'20
Int'l Consumer Proprietary								
Reported	7%	5%	(29%)	(50%)	(43%)	(29%)	(6%)	(41%)
FX-Adjusted	10%	8%	(23%)	(48%)	(41%)	(27%)	(2%)	(39%)
Global Consumer Proprietary								
Reported	8%	10%	(24%)	(45%)	(35%)	(24%)	(3%)	(35%)
FX-Adjusted	9%	11%	(22%)	(44%)	(35%)	(24%)	(2%)	(34%)
Total Proprietary Billings								
Reported	6%	8%	(25%)	(42%)	(37%)	(27%)	(4%)	(35%)
FX-Adjusted	7%	9%	(24%)	(41%)	(36%)	(26%)	(3%)	(35%)
GNS								
Reported	(5%)	(9%)	(26%)	(29%)	(33%)	(22%)	(13%)	(28%)
FX-Adjusted	(2%)	(5%)	(22%)	(26%)	(31%)	(19%)	(10%)	(25%)
Global Commercial (GCS)								
Reported	5%	6%	(26%)	(40%)	(39%)	(30%)	(6%)	(36%)
FX-Adjusted	5%	7%	(25%)	(39%)	(38%)	(29%)	(5%)	(36%)
Worldwide								
Reported	5%	5%	(25%)	(40%)	(36%)	(26%)	(6%)	(34%)
FX-Adjusted	6%	7%	(23%)	(39%)	(35%)	(25%)	(4%)	(33%)

*See Slide 3 for an explanation of FX-adjusted information.

Annex 1 (2 of 2)

➔ **Billed Business – Reported & FX-Adjusted***
 % Increase/(decrease) vs. prior year

	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Q1'20	Q2'20
Large & Global Corporate								
Reported	(5%)	(6%)	(47%)	(63%)	(69%)	(60%)	(20%)	(64%)
FX-Adjusted	(4%)	(5%)	(46%)	(63%)	(69%)	(60%)	(19%)	(64%)
Int'l SME								
Reported	15%	13%	(19%)	(32%)	(32%)	(23%)	2%	(29%)
FX-Adjusted	18%	17%	(13%)	(28%)	(30%)	(20%)	7%	(26%)
SME								
Reported	8%	11%	(19%)	(31%)	(28%)	(20%)	(1%)	(27%)
FX-Adjusted	8%	11%	(18%)	(31%)	(28%)	(19%)	0%	(26%)
GNS excl. EU & Australia								
Reported	(2%)	(5%)	(24%)	(28%)	(32%)	(21%)	(11%)	(27%)
FX-Adjusted	1%	(1%)	(20%)	(25%)	(29%)	(18%)	(7%)	(24%)

*See Slide 3 for an explanation of FX-adjusted information.

Annex 2

➔ Revenues Net of Interest Expense - Reported & FX-Adjusted* (\$ in billions)

	Jan'19	Feb'19	Mar'19	Apr'19	May'19	Jun'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Q1'20	Q2'20
GAAP Revenues Net of Interest Expense	\$3.5	\$3.2	\$3.6	\$3.5	\$3.7	\$3.6	\$3.8	\$3.6	\$3.0	\$2.4	\$2.6	\$2.7	\$10.3	\$7.7
FX-Adjusted Revenues Net of Interest*	\$3.5	\$3.2	\$3.6	\$3.5	\$3.7	\$3.6								
YoY% Inc/(Dec) in GAAP Revenues Net of Interest Expense							8%	10%	(18%)	(33%)	(30%)	(24%)	(1%)	(29%)
YoY% Inc/(Dec) in FX- Adjusted Revenues Net of Interest Expense							9%	11%	(17%)	(32%)	(29%)	(23%)	1%	(28%)

* See Slide 3 for an explanation of FX-adjusted information.

Annex 3

➤ Consolidated Net Interest Yield on Average Card Member Loans

(\$ in millions, except percentages and where indicated)

	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20
Net interest income	\$2,074	\$2,203	\$2,284	\$2,330	\$1,884
Exclude:					
Interest expense not attributable to our Card Member loan portfolio*	\$465	\$461	\$421	\$395	\$350
Interest income not attributable to our Card Member loan portfolio**	(\$312)	(\$308)	(\$271)	(\$264)	(\$156)
Adjusted net interest income***	\$2,227	\$2,356	\$2,434	\$2,461	\$2,078
Average Card Member loans (billions)	\$81.9	\$83.3	\$85.2	\$83.4	\$72.1
Net interest income divided by average Card Member loans	10.1%	10.6%	10.7%	11.2%	10.5%
Net interest yield on average Card Member loans***	10.9%	11.2%	11.3%	11.9%	11.6%

* Primarily represents interest expense attributable to funding Card Member receivables and maintaining our corporate liquidity pool.

** Primarily represents interest income attributable to Other loans, interest-bearing deposits and our Travelers Cheque and other stored-value investment portfolio.

*** Adjusted net interest income and net interest yield on average Card Member loans are non-GAAP measures. We believe adjusted net interest income is useful to investors because it represents the interest expense and interest income attributable to our Card Member loan portfolio and is a component of net interest yield on average Card Member loans, which provides a measure of profitability of our Card Member loan portfolio. Net interest yield on average Card Member loans reflects adjusted net interest income divided by average Card Member loans, computed on an annualized basis. Net interest income divided by average Card Member loans, computed on an annualized basis, a GAAP measure, includes elements of total interest income and total interest expense that are not attributable to the Card Member loan portfolio, and thus is not representative of net interest yield on average Card Member loans.

Note: 2019 reflects changes resulting from enhancements to our methodology related to the allocation of certain funding costs primarily related to our Card Member loan and Card Member receivable portfolios.

Annex 4

➔ *Discount Revenue - Reported & FX-Adjusted** (\$ in billions)

	Q2'18	Q3'18	Q4'18	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20
GAAP Discount Revenue	\$6.2	\$6.2	\$6.4	\$6.2	\$6.6	\$6.6	\$6.8	\$5.8	\$4.0
FX-Adjusted Discount Revenue*	\$6.1	\$6.1	\$6.4	\$6.1	\$6.5				
YoY% Inc/(Dec) in GAAP Discount Revenue					6%	6%	6%	(6%)	(39%)
YoY% Inc/(Dec) in FX- Adjusted Discount Revenue*					7%	7%	6%	(5%)	(38%)

* See Slide 3 for an explanation of FX-adjusted information.

Annex 5

➔ *Net Interest Income - Reported & FX-Adjusted** % Increase/(decrease) vs. prior year

	Q2'18	Q3'18	Q4'18	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20
GAAP Net Interest Income	1.8	2.0	\$2.0	\$2.1	\$2.1	\$2.2	\$2.3	\$2.3	\$1.9
FX-Adjusted Net Interest Income*	\$1.8	\$1.9	\$2.0	\$2.0	\$2.1				
YoY% Inc/(Dec) in GAAP Net Interest Income					13%	12%	12%	13%	(9%)
YoY% Inc/(Dec) in FX- Adjusted Net Interest Income*					15%	14%	14%	14%	(8%)

* See Slide 3 for an explanation of FX-adjusted information.

Annex 6

➤ *Card Member Receivables Net Write-off Rate Components*

(\$ in millions, except percentages and where indicated)

Net Write-offs

Card Member Receivables Net Write-offs – Principal and Fees

GCP Net Write-offs – Principal and Fees*

Consumer/GSBS Net Write-offs – Principal and Fees

Consumer/GSBS Write-offs – Fees only

Consumer/GSBS Net Write-offs – Principal Only

Average Card Member Receivables

Global Consumer

Global Small Business Services (GSBS)

Consumer/GSBS Average Receivables

GCP

Total Average Card Member Receivables

Card Member Receivables Net Write-off Rate – Principal and Fees

Consumer/GSBS Card Member Receivables Net Write-off Rate – Principal and Fees

Consumer/GSBS Card Member Receivables Net Write-off Rate – Principal Only

	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20
Card Member Receivables Net Write-offs – Principal and Fees	\$210	\$231	\$243	\$258	\$299
GCP Net Write-offs – Principal and Fees*	(31)	(43)	(37)	(43)	(105)
Consumer/GSBS Net Write-offs – Principal and Fees	\$179	\$188	\$206	\$215	\$194
Consumer/GSBS Write-offs – Fees only	(17)	(17)	(18)	(19)	(18)
Consumer/GSBS Net Write-offs – Principal Only	\$162	\$171	\$188	\$196	\$176
Average Card Member Receivables					
Global Consumer	\$20,485	\$20,750	\$21,263	\$19,780	\$13,973
Global Small Business Services (GSBS)	\$17,370	\$17,482	\$17,591	\$16,850	\$13,773
Consumer/GSBS Average Receivables	\$37,855	\$38,232	\$38,854	\$36,630	\$27,746
GCP	\$19,215	\$18,628	\$18,311	\$16,617	\$10,481
Total Average Card Member Receivables	\$57,070	\$56,860	\$57,165	\$53,247	\$38,227
Card Member Receivables Net Write-off Rate – Principal and Fees	1.5%	1.6%	1.7%	1.9%	3.1%
Consumer/GSBS Card Member Receivables Net Write-off Rate – Principal and Fees	1.9%	2.0%	2.1%	2.3%	2.8%
Consumer/GSBS Card Member Receivables Net Write-off Rate – Principal Only	1.7%	1.8%	1.9%	2.1%	2.5%

* Global Corporate Payments (GCP) reflects global, large and middle market corporate accounts. Net write-off rate based on principal losses only are not available due to system constraints. The Company presents a net write-off rate based on principal losses only (i.e., excluding interest and/or fees) to be consistent with industry convention.

Annex 7

➔ *Troubled Debt Restructurings (TDR) balance*
(\$ in billions)

	Dec'19	Apr'20	Jun'20
In-Program TDR Balance	\$ 0.8	\$ 1.0	\$ 2.6
Delinquent Financial Relief Programs (FRP) balance	0.1	0.1	0.2
Non-delinquent FRP balance	\$ 0.7	\$ 0.9	\$ 2.4

Forward Looking Statements

This presentation includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, which are subject to risks and uncertainties. The forward-looking statements, which address American Express Company's current expectations regarding business and financial performance, among other matters, contain words such as "believe," "expect," "anticipate," "intend," "plan," "aim," "will," "may," "should," "could," "would," "likely" and similar expressions. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date on which they are made. The company undertakes no obligation to update or revise any forward-looking statements. Factors that could cause actual results to differ materially from these forward-looking statements, include, but are not limited to, the following:

- a further deterioration in global economic and business conditions and consumer and business spending generally; an inability or unwillingness of Card Members to pay amounts owed to the company; uncertain impacts of, or additional changes in, monetary, fiscal or tax policy to address the impact of COVID-19, including the end of programs and funding designed to support the economy; prolonged measures to contain the spread of COVID-19 or premature easing of such containment measures, both of which could further exacerbate the effects on the company's business activities and results of operations, Card Members, partners and merchants; an inability of the company to manage risk in an uncertain and fast-changing environment; further market volatility, changes in capital and credit market conditions and the availability and cost of capital; issues impacting brand perceptions and the company's reputation; changes in foreign currency rates and benchmark interest rates; an inability of business partners to meet their obligations to the company and the company's customers due to slowdowns or disruptions in their businesses, bankruptcy or liquidation, or otherwise; and pricing changes, product mix and credit actions, including line size and other adjustments to credit availability;
- future credit performance, which will depend in part on changes in consumer behavior that affect loan and receivable balances (such as paydown rates) and delinquency and write-off rates; macroeconomic factors such as unemployment rates, GDP and the volume of bankruptcies; collections capabilities and recoveries of previously written-off loans and receivables; the enrollment in, and effectiveness of, hardship programs and troubled debt restructurings; and governmental actions that provide forms of relief with respect to certain loans and fees, such as limiting debt collections efforts and encouraging or requiring extensions, modifications or forbearance;
- the amount of loans and receivables outstanding being higher or lower than current expectations, which will depend on the behavior of Card Members and their actual spending and borrowing patterns, the company's ability to manage risk, competition, and the company's ability to enhance the Card Member value proposition;
- the actual amount to be spent on marketing, which will be based in part on continued changes in macroeconomic conditions and business performance; management's assessment of competitive opportunities and the receptivity of Card Members and prospective customers to advertising initiatives; and management's ability to realize efficiencies and optimize investment spending;
- the actual amount to be spent on Card Member rewards and services and business development, and the relationship of these variable customer engagement costs to revenues, which could be impacted by Card Members' interest in the value propositions offered by the company; further enhancements to product benefits to make them attractive to Card Members, potentially in a manner that is not cost effective; Card Member behavior as it relates to their spending patterns (including the level of spend in bonus categories) and the redemption of rewards and offers; the costs related to reward point redemptions; and new and renegotiated contractual obligations with business partners;

Forward Looking Statements

- the ability of the company to reduce its operating expenses, which could be impacted by, among other things, the company's inability to balance expense control and investments in the business; management's decision to increase or decrease spending in such areas as technology, business and product development, sales force, premium servicing and digital capabilities depending on overall business performance; an inability to innovate efficient channels of customer interactions, such as chat supported by artificial intelligence; higher-than-expected cyber, fraud or compliance expenses or consulting, legal and other professional fees, including as a result of increased litigation or internal and regulatory reviews; the level of M&A activity and related expenses; the payment of civil money penalties, disgorgement, restitution, non-income tax assessments and litigation-related settlements; impairments of goodwill or other assets; the impact of changes in foreign currency exchange rates on costs; and greater than expected inflation;
- net card fees not growing consistent with current expectations, which could be impacted by, among other things, the further deterioration in macroeconomic conditions impacting the ability and desire of Card Members to pay card fees; higher attrition rates; Card Members continuing to be attracted to the company's premium card products; and the company's inability to address competitive pressures and implement its strategies and business initiatives, including introducing new benefits and services that are designed for the current environment;
- a further decline of the average discount rate, including as a result of further changes in the mix of spending by location and industry, merchant negotiations (including merchant incentives, concessions and volume-related pricing discounts), competition, pricing regulation (including regulation of competitors' interchange rates) and other factors;
- changes in the substantial and increasing worldwide competition in the payments industry, including competitive pressure that may materially impact the prices charged to merchants that accept American Express cards, competition for new and existing cobrand relationships, competition from new and non-traditional competitors and the success of marketing, promotion and rewards programs;
- changes affecting the company's plans regarding the return of capital to shareholders, including its intention to maintain its current quarterly common share dividend for the third quarter of 2020, subject to approval by the company's Board of Directors, which will depend on factors such as capital levels and regulatory capital ratios; changes in the stress testing and capital planning process and approval of the company's capital plans by the Federal Reserve; the company's results of operations and financial condition; the company's credit ratings and rating agency considerations; and the economic environment and market conditions in any given period;

Forward Looking Statements

- a failure in or breach of the company's operational or security systems, processes or infrastructure, or those of third parties, including as a result of cyberattacks, which could compromise the confidentiality, integrity, privacy and/or security of data, disrupt its operations, reduce the use and acceptance of American Express cards and lead to regulatory scrutiny, litigation, remediation and response costs, and reputational harm;
- legal and regulatory developments, which could affect the profitability of the company's business activities; limit the company's ability to pursue business opportunities; require changes to business practices or alter the company's relationships with Card Members, partners, merchants and other third parties, including its ability to continue certain cobrand and agent relationships in the EU; exert further pressure on the average discount rate and GNS volumes; result in increased costs related to regulatory oversight, litigation-related settlements, judgments or expenses, restitution to Card Members or the imposition of fines or civil money penalties; materially affect capital or liquidity requirements, results of operations or ability to pay dividends; or result in harm to the American Express brand;
- changes in the financial condition and creditworthiness of the company's business partners, such as bankruptcies, restructurings or consolidations, including cobrand partners and merchants that represent a significant portion of the company's business, such as the airline industry, or partners in GNS or financial institutions that the company relies on for routine funding and liquidity, which could materially affect the company's financial condition or results of operations; and
- factors beyond the company's control such as outbreaks and future waves of COVID-19 cases, severe weather conditions, natural and man-made disasters, power loss, disruptions in telecommunications, or terrorism, any of which could significantly affect demand for and spending on American Express cards, delinquency rates, loan and receivable balances and other aspects of the company's business and results of operations or disrupt its global network systems and ability to process transactions.

A further description of these uncertainties and other risks can be found in American Express Company's Annual Report on Form 10-K for the year ended December 31, 2019, the Quarterly Report on Form 10-Q for the quarter ended March 31, 2020 and the company's other reports filed with the Securities and Exchange Commission.

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