



# American Express Company 2020 Annual Shareholder Meeting

May 5, 2020

# Agenda



ITEM	PRESENTER
1. Opening Remarks	Stephen J. Squeri
2. Rules of the Meeting	Tangela S. Richter
3. Official Business of the Meeting <ol style="list-style-type: none"><li data-bbox="208 374 1186 407">1. Election of director nominees for a term of one year</li><li data-bbox="208 407 1186 478">2. Ratification of appointment of PricewaterhouseCoopers LLP as the Company's independent registered public accounting firm for 2020</li><li data-bbox="208 478 1186 549">3. Approval, on an advisory basis, of the Company's executive compensation</li><li data-bbox="208 549 1186 620">4. Approval of the Company's Amended and Restated Incentive Compensation Plan</li><li data-bbox="208 620 1186 658">5. Shareholder proposal relating to action by written consent</li><li data-bbox="208 658 1186 696">6. Shareholder proposal relating to gender/racial pay equity</li><li data-bbox="208 696 1186 729">7. Such other business that may properly come before the meeting</li></ol>	Stephen J. Squeri
4. Voting and Closing of the Polls	Stephen J. Squeri
5. Preliminary Voting Results	Tangela S. Richter
6. Adjournment of Official Business of the Meeting	Stephen J. Squeri
7. Chairman's Report	Stephen J. Squeri
8. General Q&A Session	Stephen J. Squeri

# 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**

# COVID-19 Response: Powerfully backing our colleagues, communities and customers



## Colleagues

- Work from home arrangements in all locations across the globe
- Committed to no COVID-19 related layoffs in 2020
- Continuing to pay salaries of colleagues impacted by virus without using other paid leave
- Paying for all COVID-19 testing and treatment costs under U.S. medical plans

## Communities

- Over \$6M in grants to support organizations providing PPE, developing vaccines and feeding people in impacted communities
- Matching up to \$1M in U.S. Card Member donations to Feeding America using Membership Rewards points
- Working with strategic partners to provide hotel rooms for front-line workers

## Card Members

- Customer pandemic relief program with payment deferrals with no credit bureau reporting, as well as interest and late fee waivers
- Adding a range of offers, credits and rewards for a variety of “stay at home” services for both consumers and small businesses
- Waiving American Express Travel fees on modifications to eligible upcoming trips

## Merchants

- #StayHome and #ShopSmall campaign
- Created a StandForSmall coalition to support small business
- Extending the amount of time merchants have to respond to a Card Member disputes
- Raising contactless transaction thresholds to reduce physical contact at the point of sale

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