

AMEX GBT

# Select

## Enhanced Travel Disruption Management

# Expert Care™

**Expert Care is a powerful tool that helps you efficiently locate and communicate with employees on a business trip or in an office location during a disruption.**

We also partner with Crisis24 to offer integrated, risk intelligence alerts to ensure that you have access to the latest information on world events that may impact your travelers.

**Ease of use:** Quickly and easily locate travelers globally.

**Prioritize:** Focus on potentially impacted travelers and initiate targeted communications across multiple channels.

**Tiered offering:** Choose the level of coverage that best suits your organization and adapts as your company and program evolves.

**Mobile:** Amex GBT Mobile gives travelers a single GPS-enabled location to communicate and receive notifications.

**Integration:** Source data that helps travel managers better pinpoint travelers:

- American Express® Corporate Credit Card Swipe
- Flight status

**Expertise:** Maximum sensitivity and accuracy to effectively locate and assist traveling employees.

**Insight:** Real-time risk intelligence and travel security information give you the knowledge to make time-critical decisions.

**Simplified choices:** Make smarter travel decisions with alerts and integrated risk intelligence.

**Partnership:** Established partnerships with a leading risk intelligence provider for risk alerts, and full end-to-end Travel Risk Management solution with Crisis24 to take your duty of care program to the next level.

**Proactive:** When a disruption is predicted, Expert Care notifies travel managers so they can appropriately help their employees.



To learn more about  
Expert Care, talk  
to your Amex GBT  
representative today!



**GLOBAL  
BUSINESS  
TRAVEL**

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# Enhanced travel disruption management

Amex GBT Expert Care is a tiered offering that allows you to choose the level of coverage that best suits your organization and adapts as your company and program evolves. All users have access to a core set of features with the ability to add optional bundles to provide enhanced duty of care compliance.

## Expert Care™ core features:



### Traveler map<sup>1</sup>

Identify threats and see which employees are most at risk. Integrated flight status updates enhance accuracy with real-time flight arrival and departure times.



### Reporting<sup>1</sup>

View future and current trips, traveler by location and risk summary data; assisting program strategy and best practices.



### Communications<sup>1</sup>

Communicate with travelers on the go during disruptions with push messaging via the Amex GBT Mobile App.

<sup>1</sup> Core functionality, enhanced under Add-on 1 and 2.

## Expert Care™ add-on features:

### ADD-ON OPTION 1



### Risk intelligence

Real-time data and alerts with robust travel and security information to confidently stay up-to-date on events around the globe.



### Automated notifications

Create automated notification configurations based on trip status, country and multiple travelers on the same flight/train.



### Communications

Add-on features offer enhanced communication with travelers on the go during disruptions via two-way email, text, and push messaging via the Amex GBT Mobile App.

### ADD-ON OPTION 2



### Location services

Pinpoint the most recent location of your travelers/employees based on Amex Corporate Card swipe data, GPS and geo-location services.