

Expert Care™ + Crisis24®

Locate, pinpoint and communicate with your travelers when a travel disruption occurs.

Expert Care from American Express Global Business Travel (Amex GBT) integrates Crisis24 risk intelligence to provide a dynamic traveler location and communication tool. With options for additional services from Crisis24, you are able to customize a comprehensive and flexible travel risk management solution that fits your needs.

Services include		Expert Care + Crisis24 ¹
Expert Care	Tiered solution.	✓
	Traveler and asset location (via map dashboard).	✓
	Crisis event alerts.	✓
	Traveler communication (via app, email, or SMS).	✓
	Traveler and trip reporting.	✓
Crisis24	Intelligence forecast email.	✓
	Access to intelligence analysts.	✓
	24-hour hotline.	✓
	Response services.	✓
	Security consulting.	✓
	Crisis24 university.	✓

With Expert Care's technology at the center, you can customize your travel risk solution with additional Crisis24 risk management services:

Monthly intelligence forecast email

Near-term global security and geopolitical analysis of potential impacts to business.

Access to analysts

Crisis24's Intelligence Analyst team available 24/7/365 for support/questions.

Global 24 hotline

Integrated and customized global emergency response services for all employees.

Response services

Access to global provider network for medical and security assistance and advice, including evacuation and repatriation and more.

Security consulting

Identify and mitigate risks, to ensure a security environment conducive to optimal performance.

Crisis24 university

Essential risk management training for employees online and on-site.

¹ Priced separately by Crisis24.

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BUSINESS
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Travel risk management

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 map¹

Locate and communicate with travelers. Integrated flight status updates enhance accuracy with real-time flight arrival and departure times.



Reporting¹

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



Communications¹

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

¹ 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 location services.



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