

# Global Match Program

## September 2022

### FAQs

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For more information about the American Express Global Match Program, call toll free at 1-877-605-2314 or e-mail at [help@globalgiving.org](mailto:help@globalgiving.org).

#### Q. Who is eligible to participate in the American Express Global Match Program?

A. You must be a full or part-time colleague (an employee working at least 20 hours/week or more) at American Express Company based in one of the below work locations. Contractors, and third-party colleagues are not eligible. (1)

|            |                             |                                    |
|------------|-----------------------------|------------------------------------|
| Argentina  | Hungary                     | Poland                             |
| Australia  | India                       | Republic of Korea<br>(South Korea) |
| Austria    | Indonesia                   | Russian Federation                 |
| Belgium    | Ireland                     | Singapore                          |
| Brazil     | Italy                       | Spain                              |
| Canada (2) | Japan                       | Sweden                             |
| Chile      | Jersey<br>(Channel Islands) | Switzerland                        |
| Czech      | Malaysia                    | Taiwan                             |
| Denmark    | Mexico                      | Thailand                           |
| Finland    | Netherlands                 | Turkey                             |
| France     | New Zealand                 | United Kingdom                     |
| Germany    | Norway                      | -                                  |
| Hong Kong  | Philippines                 | -                                  |

- (1) Excludes US, where we already have a Match Program, and China. GlobalGiving cannot accept donations from individuals living in China. View GlobalGiving's facts on China here: [\*\*GlobalGiving Facts on China\*\*](#)
- (2) Canada colleagues (employee working at least 20 hours/week or more) can **only use** GlobalGiving for donations/matching periodically for disaster relief and/or social projects highlighted during specific periods determined by the President of the American Express Foundation and announced on the Match Square page. Otherwise, colleagues in Canada must use their annual Give2Gether programs.

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**Q. Are active colleagues (employees working at least 20 hours/week or more) based in the U.S. eligible to participate in the American Express Global Match Program?**

A. No. Active U.S. colleagues (employees working at least 20 hours/week or more) are eligible only for the US Match Program. Please return to American Express's Square and review the guidelines and FAQs for the U.S. Program.

**Q. Are active colleagues (employees working at least 20 hours/week or more) based in Canada eligible to participate in the American Express Global Match Program?**

A. No, active colleagues (employees working at least 20 hours/week or more) based in Canada are eligible to participate in the annual Give2Gether campaign and can only use GlobalGiving for donations/match periodically for disaster relief and/or social projects highlighted during specific periods determined by the President of the American Express Foundation and announced on the Match Square page.

**Q. Are active colleagues (employees working at least 20 hours/week or more) based in China allowed to participate in the American Express Global Match Program?**

A. No. Colleagues (employees working at least 20 hours/week or more) based in China are not eligible because GlobalGiving cannot accept donations from individuals living in China. Get GlobalGiving's facts on China here: [GlobalGiving Facts on China](#).

**Q. Are contractors and/or third-party colleagues who work for American Express eligible?**

A. No, contractors and/or third-party colleagues are not eligible to participate.

**Q. I just started at American Express. When can I donate and request a match?**

A. You are eligible to participate in the American Express Global Match Program and have your donations matched on your date of hire.

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**Q. I just started at American Express, and I donated to a project on the GlobalGiving site prior to my date of hire. Will the company match my donation?**

A. No. American Express will not match donations made before your date of hire.

**Q. Am I allowed to donate to any project/organization that is currently on the GlobalGiving site?**

A. Yes. However, because of regulations, the American Express Foundation won't match donations made to projects in countries on the [US OFAC Sanctions Search](#).

**Q. How does the American Express Global Match Program work?**

A. You must make a personal one-time or monthly donation (not merely a pledge) of at least \$10.00 USD via credit card (American Express, VISA, Mastercard, Discover), debit card or PayPal, to one of the projects/organizations on the GlobalGiving site. If you use an American Express card product directly on the GlobalGiving site, the currency will default to U.S. dollars, but donations can also be made using AUD, CAD, EUR or GBP currencies by selecting the drop-down menu next to the donation total. These currencies are also available via PayPal as well.

If you comply with all guidelines, the donation will be considered for matching by the American Express Foundation up to \$8,000 USD per year per colleague.

**Q. How are bank currency conversion fees handled?**

A. The program does not pay any applicable bank currency conversion fees. If you use a card product that is in one currency and check out on the GlobalGiving site in another currency, you might be charged a bank currency conversion fee on your statement. For example: If you are using a credit card that is an AUD currency card, and you checkout on the GlobalGiving site using the USD currency, you may be charged a currency conversion fee. Please contact your card institution for details related to fees.

**Q. Can I use my personal email address when making contributions?**

A. You **must use your American Express email address** if you are requesting a match; otherwise, your donation will not be matched.

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**Q. If I'm on severance. Am I still eligible to participate in the Global Match Program?**

A. Yes, if the Colleague Experience Group considers you a full- or part-time colleague (an employee working at least 20 hours/week) at American Express Company based in one of the work locations listed as eligible for the American Express Global Match Program, your contribution will be considered for matching by the American Express Foundation.

**Q. I will be leaving American Express soon and I would like to make several contributions before I leave. Will the company match my requests?**

A. You must be an active colleague (an employee working at least 20 hours/week or more) during the time of the match reconciliation process, based on this American Express Foundation distribution schedule:

- Requests fulfilled by Dec 31: Matching funds reconciled in Feb and distributed by Apr 30
- Requests fulfilled by Jun 30: Matching funds reconciled in Jul distributed by Sep 30

**Q. Does 100% of my donation go to the charitable project/organization I selected?**

A. No. Twelve percent of your donation will go directly to GlobalGiving for administrative expenses. For example:

\$100.00 USD donation to a qualified project/organization  
\$ 12.00 USD goes directly to GlobalGiving for administrative purposes  
\$ 88.00 USD goes to the qualified project/organization you selected.

**Q. Will 100% of the American Express Foundation match go to the project/organization I selected?**

A. No. Twelve percent of the American Express Foundation match will go directly to GlobalGiving for administrative expenses. For example:

\$100.00 USD is matched by the American Express Foundation  
\$ 12.00 USD of the match goes directly to GlobalGiving for administrative purposes  
\$ 88.00 USD of the match goes to the qualified project/organization you selected

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#### **Q. Do my donations qualify for a local tax deduction?**

A. No. All donations go directly to the GlobalGiving Foundation, which is a U.S. tax-exempt charitable organization (501(c)(3)), and, therefore, may not be eligible for a local tax deduction. United Kingdom and Australia-based colleagues (employees working at least 20 hours/week or more) who make donations in GBP may be eligible for the UK GiftAid Program. Please check with your local tax authorities for local tax deduction regulations, and the treatment of any currency conversion fees.

#### **Q. If I am eligible for GiftAid is there an administrative fee paid to GlobalGiving?**

A. Yes, GlobalGiving takes a 12% administrative fee from all GiftAid donations.

#### **Q. If I donate, how is it fulfilled and when does the charity receive my contribution and the match?**

A. When you go into the GlobalGiving site and make a one-time or monthly credit card, debit card or Paypal donation, your account will be charged immediately, if authorized. Donations are distributed by GlobalGiving to the nonprofit organization on a monthly basis, when the total funds collected by the GlobalGiving site by you and other donors reach \$250 USD or more. For example, the funds from a credit card transaction completed in December would be distributed to the charity in January.

Requests will be considered for matching by the American Express Foundation and will be distributed twice a year based on the schedule below to GlobalGiving. GlobalGiving will distribute the funds based on designation up to \$8,000 USD per year per colleague (an employee working at least 20 hours/week or more).

Following is the distribution schedule:

- Requests fulfilled by Dec 31: Matching funds reconciled in Feb and distributed by Apr 30
- Requests fulfilled by Jun 30: Matching funds reconciled in Jul and distributed by Sep 30

#### **Q. How do I submit a request for a new project/organization to be added to the GlobalGiving American Express Site?**

A. The Global Match program does not allow American Express to add new projects or organizations to the GlobalGiving site. You can encourage your organization to contact GlobalGiving via [help@globalgiving.org](mailto:help@globalgiving.org) to request information on GlobalGiving's new organization process to be considered.

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**Q. I made a donation, why didn't I receive my gift confirmation?**

A. Each request submitted through the Global Giving site generates an email confirmation from [thankyou@globalgiving.org](mailto:thankyou@globalgiving.org) to your American Express email address. If you don't receive this email, please check your American Express Outlook email options and ensure it is not blocking the [thankyou@globalgiving.org](mailto:thankyou@globalgiving.org) address. Additionally, please check your junk inbox.

**Please remember if you do not use an American Express email address you will not be eligible for match consideration.**

If you don't receive an email, please contact GlobalGiving at toll free 877-605-2314 or by email at [help@globalgiving.org](mailto:help@globalgiving.org).

**Q. Who decides if a contribution is eligible to be matched?**

A. The American Express Foundation, in its sole discretion, reserves the right to discontinue, audit, amend or decide any questions of eligibility under this program. Its decisions on these matters are final.

**Q. Are houses of worship eligible organizations?**

A. No, gifts to houses of worship will not be matched.

**Q. Will I be able to divide my gift among different charities?**

A. Yes, you can divide your gift among the eligible charities/projects, but each contribution must be at least \$10.00 USD.

**Q. Will the program contribute to an eligible organization if I volunteer or serve on its board, even if I don't contribute financially?**

A. No, you must make a financial contribution for the nonprofit organization to receive the program match.

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**Q. I have selected monthly contributions to an eligible organization on the GlobalGiving site. Will the program match the entire amount of my pledge now?**

A. No, we do not match pledged amounts. Only actual contributions are matched by the American Express Foundation after they are made.

**Q. What is the most money American Express will match my donations?**

A. The program will contribute up to a maximum of \$8,000 USD in matching funds per colleague (an employee working at least 20 hours/week or more) per calendar year. This contribution may be divided among any number of eligible nonprofit organizations.

**Q. When I make a credit card contribution online, will my personal information (e.g., name, address, phone number) be shared with the charity?**

A. No, your personally identifiable information will not be shared with the charity.

**Q. How is my personal information used?**

A. GlobalGiving collects information from you when you visit and take actions on its site. GlobalGiving only collects personal data that is reasonable or necessary to accomplish the purpose of your interaction with GlobalGiving and participation in the American Express Global Match Program. You may choose not to provide this information, and as a result, your donation may not be matched. Any personal data provided by you as a visitor to the Website will be used only as described in the GlobalGiving Privacy Policy. You can access your data, edit your preferences, download your data, or revoke consent by visiting your account. If you wish to delete your account or have your information removed from our system, you can do so by sending an email to [privacy@globalgiving.org](mailto:privacy@globalgiving.org). For privacy and security, requests must come from the email address tied to your account. For more information please see the GlobalGiving Privacy Statement.

**Q. Can I contribute through payroll deduction?**

A. No. Payroll deduction is not available through GlobalGiving.

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**Q. If I make a sizable donation to a charity and it is matched, should I ask the charity to list American Express as a sponsor?**

A. No. This program is run by the American Express Foundation and not the Corporation. Matching funds are not used for sponsorship purposes, so American Express should not be listed as a sponsor.

**Q. How can I track my giving history?**

A. When you give through GlobalGiving, you share your name and email address to create a profile. This profile allows you to keep track of your giving history and access project updates.

**Q. Do I receive a receipt for my gift?**

A. Yes, you will receive a receipt for every donation you make to GlobalGiving; however, you should contact your personal tax counsel for more information on the tax deductibility of your gift because your contribution is being received by a U.S. tax-exempt organization under U.S. Internal Revenue Service Section 501(c)(3) and 509(a)(1,2,or 3) of the U.S. tax code.