

American Express Company

Earnings Conference Call
Q3'14

October 15, 2014

AMERICAN EXPRESS

Q3'14 Summary Financial Performance

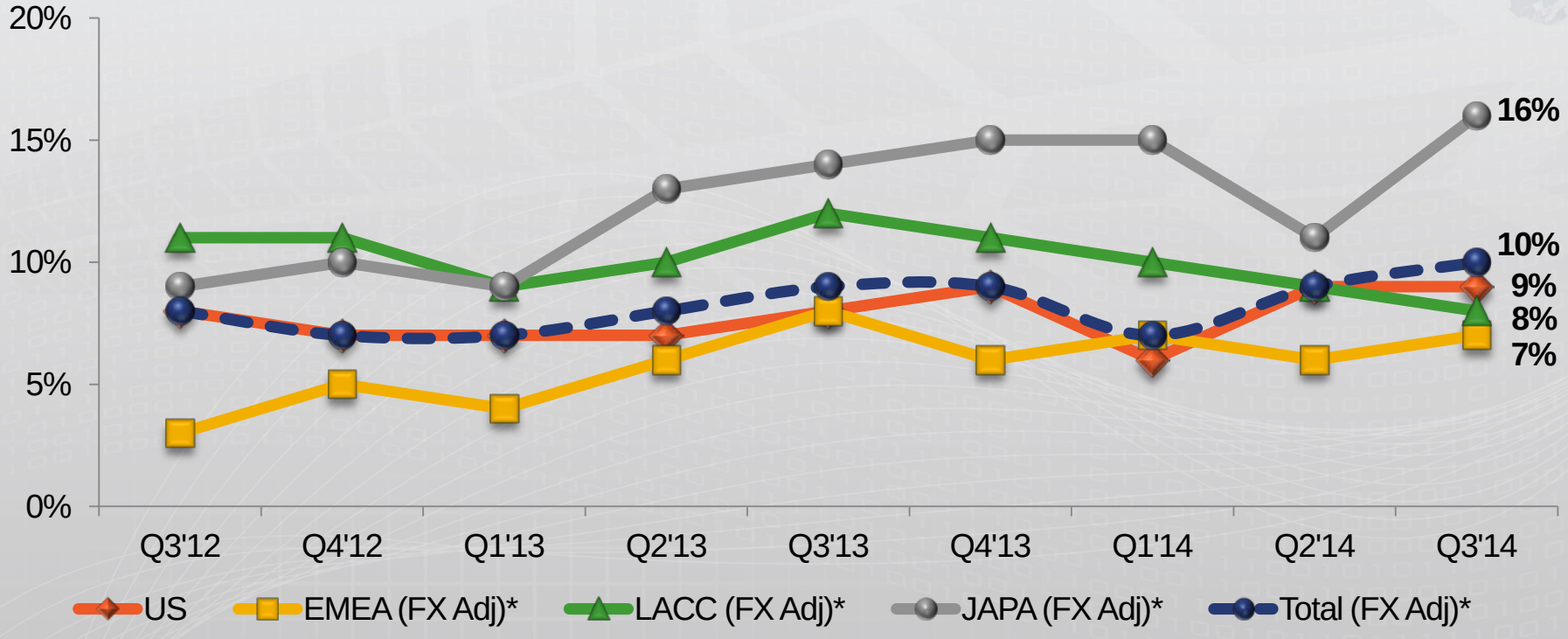
($ in millions; except per share amounts and where otherwise noted)

	Q3'14	Q3'13	% Inc/(Dec)
Billed Business ($ in B)*	$258.1	$236.2	9%
*FX Adjusted***		*$235.0*	*10%*
Total Revenues Net of Interest Expense	$8,329	$8,301	0%
*Adj. Business Travel****		*$7,905*	*5%*
Pretax Income	$2,246	$2,004	12%
Net Income	$1,477	$1,366	8%
Diluted EPS†	$1.40	$1.25	12%
Return on Average Equity	29%	24%	
Average Diluted Shares Outstanding	1,047	1,081	(3%)

**Card billed business includes activities (including cash advances) related to proprietary cards, cards issued under network partnership agreements (non-proprietary billed business), corporate payments and certain insurance fees charged on proprietary cards. **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 Q3'14 foreign exchange rates apply to Q3'13 results). The Company's calculations of non-GAAP measures may differ from the calculations of similarly titled measures of other companies. ***Q3'13 Total Revenues Net of Interest excluding Business Travel and the growth rate of Total Revenues Net of Interest excluding Business Travel are non-GAAP measures. Refer to Annex 3 for a reconciliation. †Attributable to common shareholders. Represents net income less earnings allocated to participating share awards and other items.*

Billed Business Growth by Region

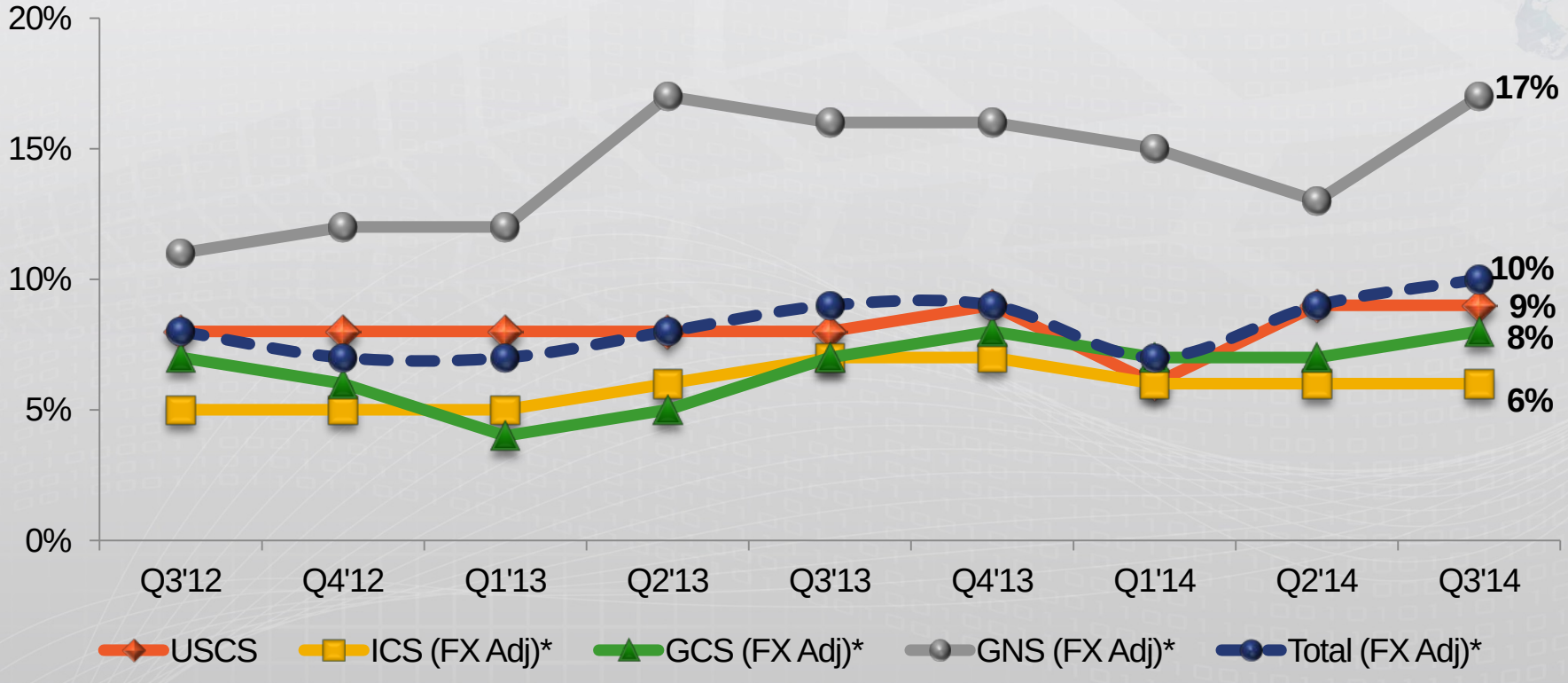
% Increase/(decrease) vs. Prior year:



*See Annex 1 for reported billings growth rates.

Billed Business Growth by Segment

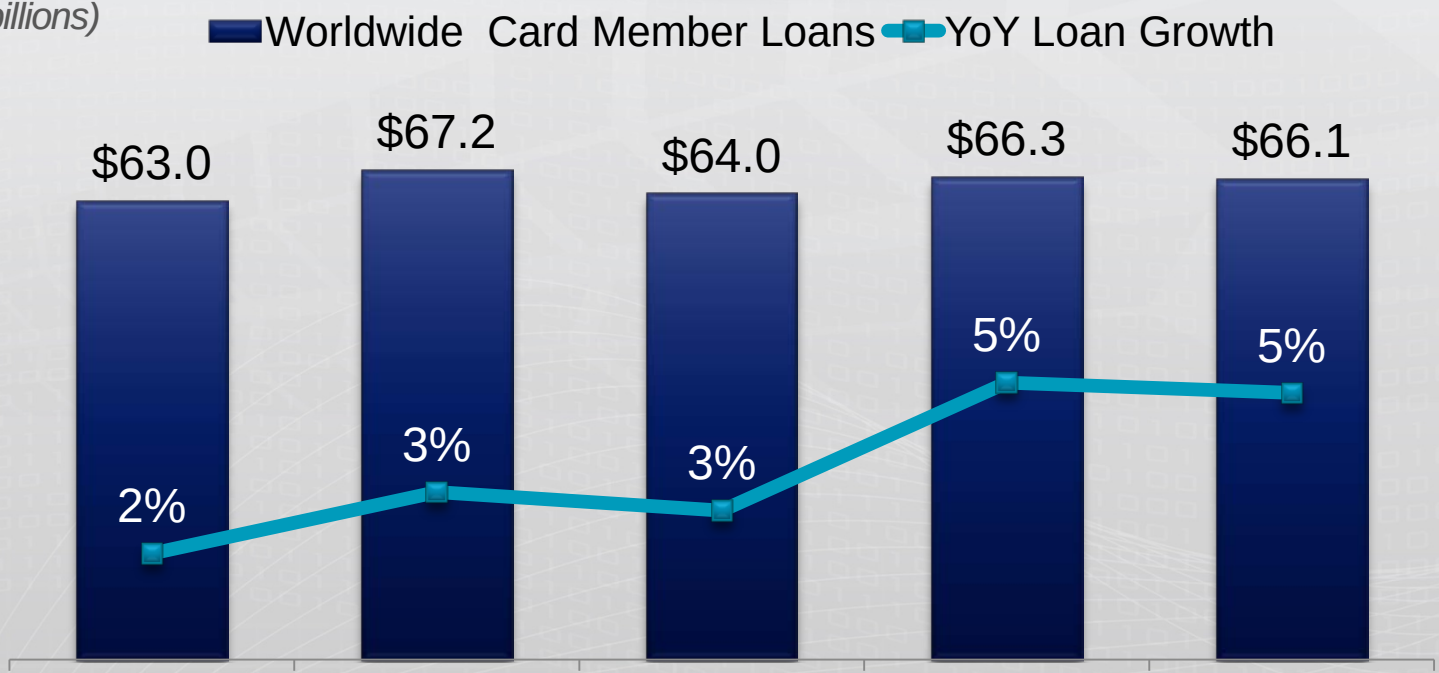
% Increase/(decrease) vs. Prior year:



*See Annex 2 for reported billings growth rates.

Worldwide Card Member Loans

($ in billions)



	Q3'13	Q4'13	Q1'14	Q2'14	Q3'14
WW Net Interest Yield*	**9.4%**	**9.3%**	**9.5%**	**9.2%**	**9.3%**

**Refer to Annex 7 for the calculation of Worldwide net interest yield on Card Member loans, a non-GAAP measure, and net interest income divided by average loans, a GAAP measure.*

Revenue Performance

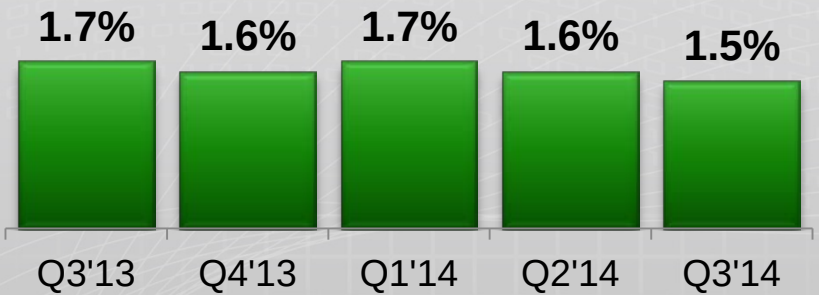
($ in millions)

	Q3'14	Q3'13	Q3'14 % Inc/(Dec)
Discount Revenue	$4,915	$4,659	5%
Net Card Fees	680	658	3%
Travel Commissions & Fees	104	490	(79%)
Other Commissions & Fees	642	610	5%
Other Revenue	593	601	(1%)
Net Interest Income	1,395	1,283	9%
Total Revenues Net of Interest Expense*	$8,329	$8,301	0%
*Adj. Business Travel***		*$7,905*	*5%*

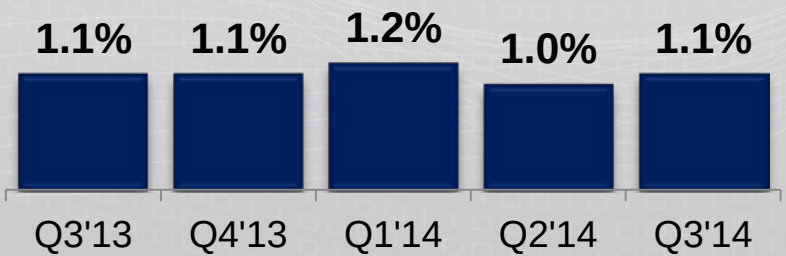
**Total revenues net of interest expense on an FX adjusted basis, a non-GAAP measure, increased 1% in Q3'14. See slide 2 for an explanation of FX adjusted information. **Q3'13 Total Revenues Net of Interest excluding Business Travel and the growth rate of Total Revenues Net of Interest excluding Business Travel are non-GAAP measures. Refer to Annex 3 for a reconciliation.*

AXP Lending Credit Performance

Net Write-off Rate*



30 Days Past Due



*Rates above include Principal only. See Statistical Tables in the Company's Third Quarter 2014 Earnings Release for net write-off rates including interest and/or fees.

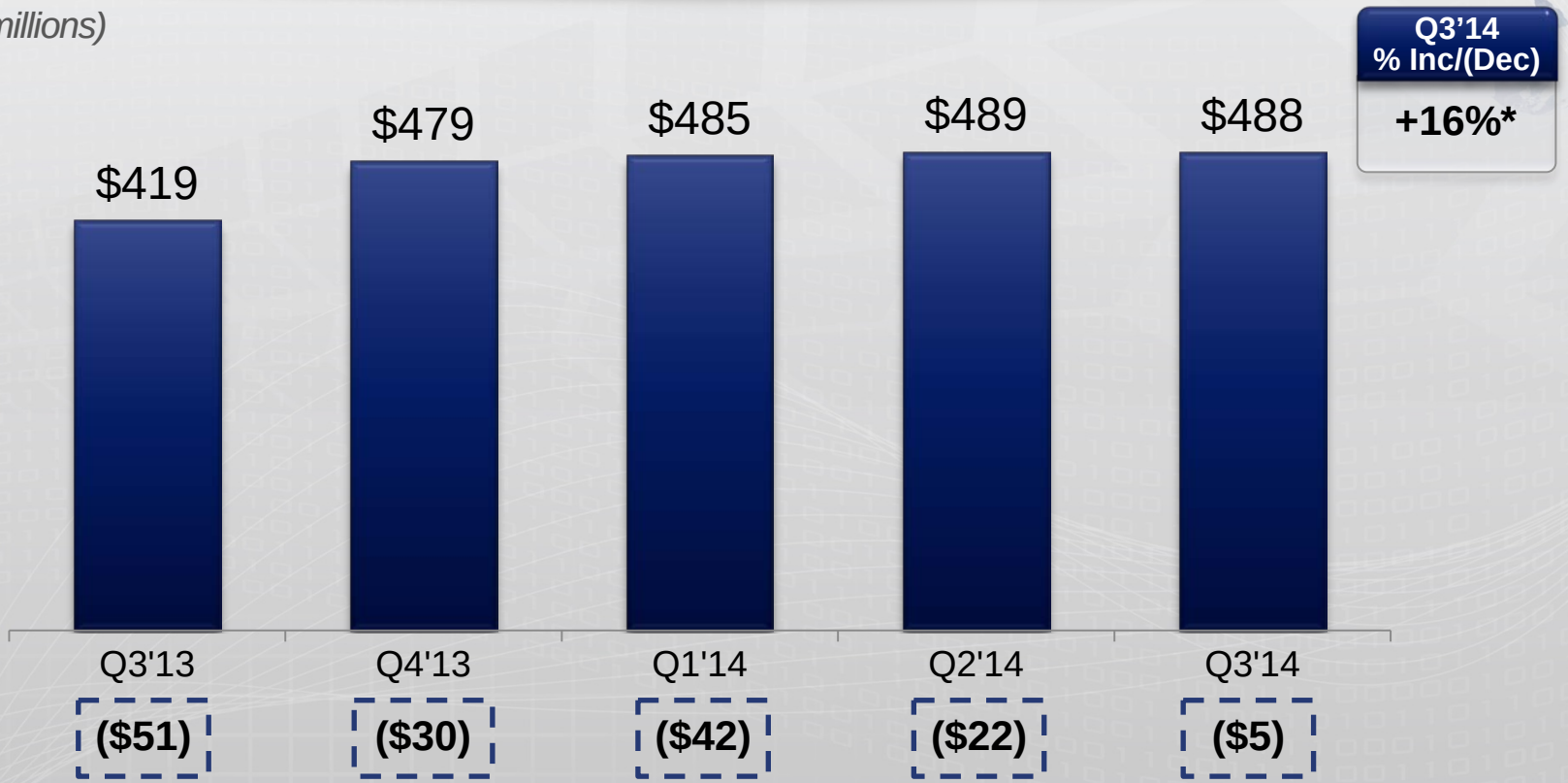
Lending Reserve Coverage

	Q3'14	Q2'14	Q3'13
US Card Services			
% of Loans	1.7%	1.7%	2.0%
% of Past Due	172%	183%	188%
Principal Months Coverage*	13.7x	12.6x	13.6x
Worldwide			
% of Loans	1.7%	1.8%	2.0%
% of Past Due	165%	171%	179%
Principal Months Coverage*	13.4x	12.5x	13.4x

**Calculated by dividing the ending principal reserve balance by a monthly average of net principal write-offs during the respective quarter.*

Provisions for Losses

($ in millions)



*Total provision on an FX adjusted basis, a non-GAAP measure, increased 17% in Q3'14. See slide 2 for an explanation of FX adjusted information. **Worldwide reserve (release)/build on card member lending and charge.

Expense Performance

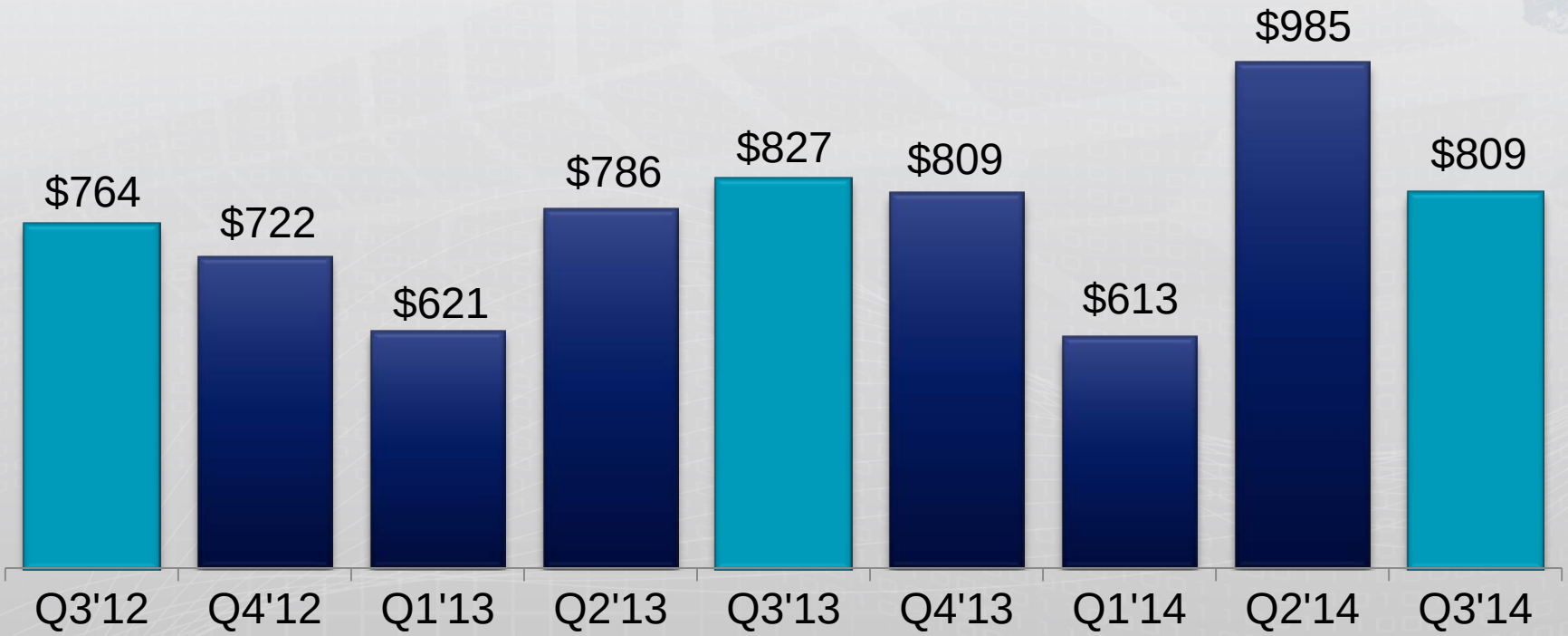
($ in millions)

	Q3'14	Q3'13	Q3'14 % Inc/(Dec)
Marketing and Promotion	$809	$827	(2%)
Card Member Rewards	1,695	1,619	5%
Card Member Services and Other	205	197	4%
Total Operating Expenses*	2,886	3,235	(11%)
Total Expenses**	$5,595	$5,878	(5%)
*Adj. Business Travel****		*$5,542*	*1%*
Tax Rate	34.2%	31.8%	

** Represents salaries and employee benefits, professional services, occupancy and equipment, communications, and other, net. See slide 12 for a breakdown of these amounts.*
***Total Expenses on an FX adjusted basis, a non-GAAP measure, decreased 5% in Q3'14. See slide 2 for an explanation of FX adjusted information. ***Q3'13 Total Expenses excluding Business Travel and the growth rate of Total Operating Expenses excluding Business Travel are non-GAAP measures. Refer to Annex 4 for a reconciliation.*

Marketing and Promotion Expense

($ in millions)



Operating Expense Performance

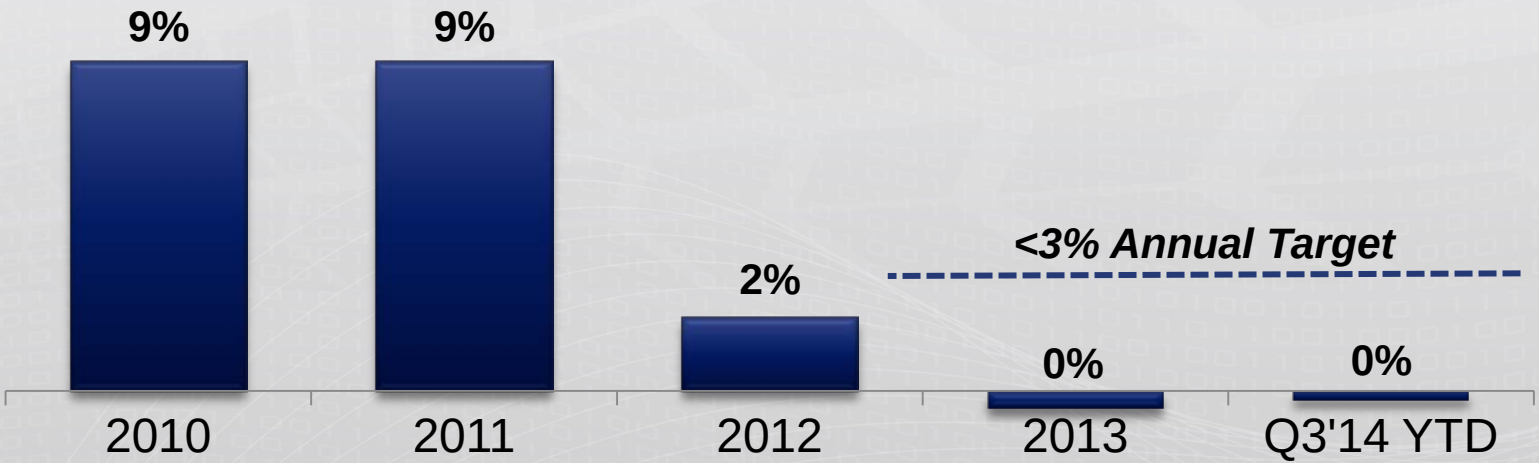
($ in millions)

	Q3'14	Q3'13	Q3'14 % Inc/(Dec)
Salaries and Employee Benefits	$1,290	$1,544	(16%)
Professional Services	731	793	(8%)
Occupancy and Equipment	432	462	(6%)
Communications	91	94	(3%)
Other, Net	342	342	0%
Total Operating Expenses*	$2,886	$3,235	(11%)
*Adj. Business Travel***		*$2,900*	*0%*

**Total Operating Expenses, on an FX adjusted basis, a non-GAAP measure, decreased 11% in Q3'14. See slide 2 for an explanation of FX adjusted information. **Q3'13 Total Operating Expenses excluding Business Travel and the growth rate of Total Operating Expenses excluding Business Travel are non-GAAP measures. Refer to Annex 5 for a reconciliation.*

Adjusted Total Operating Expense Growth*

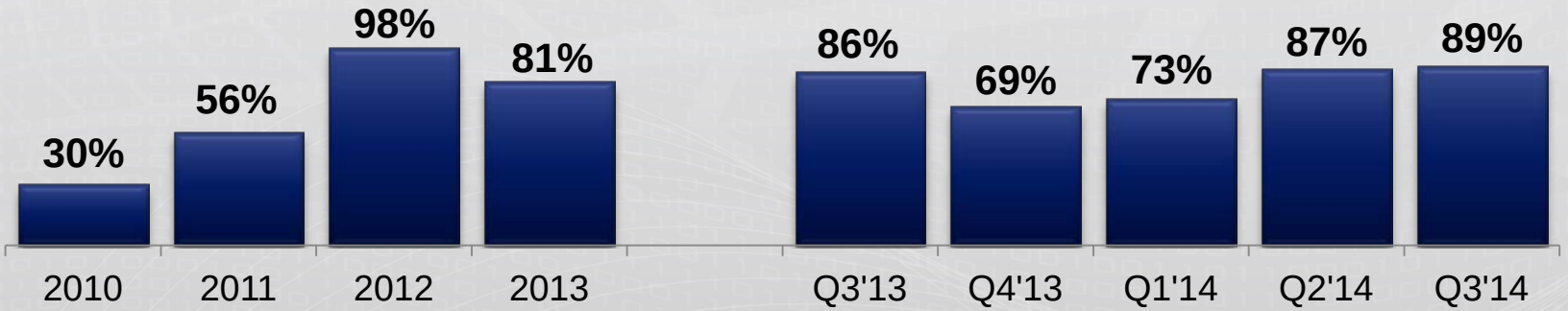
% Increase/(decrease) vs. Prior year:



*Note: See slide 10 for definition of operating expenses. *The growth rate of adjusted total operating expenses, a non-GAAP measure, excludes Visa/MasterCard litigation settlement proceeds from 2010-2012, Q4'12 restructuring charges, Q3'13 Business Travel operating expenses (with respect to the Q3'14 YTD growth rate only), and Q2'14 Business Travel JV gain, transaction-related costs, restructuring charges and AXP Foundation contribution from total operating expenses. Reported operating expense growth rates were 9%, 12%, 10%, (3%), and (8%) for 2010, 2011, 2012, 2013, and Q3'14 YTD, respectively. Refer to Annex 5 for a reconciliation of adjusted growth rates and their components.*

Total Payout Ratio

Percentage of Capital Generated Returned to Shareholders

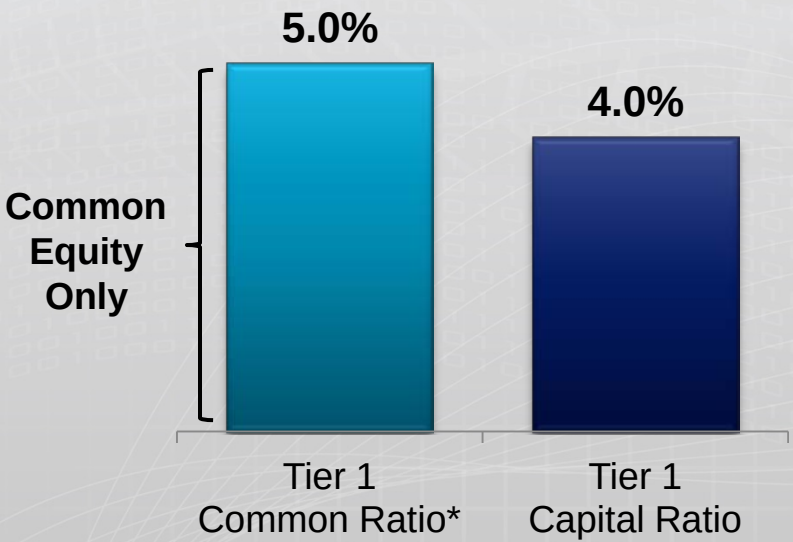


Risk-Based Capital Ratios*									
Tier 1 Common	11.1%	12.3%	11.9%	12.5%	12.8%	12.5%	13.6%	13.4%	13.6%
Tier 1 Capital	11.1%	12.3%	11.9%	12.5%	12.8%	12.5%	13.6%	13.4%	13.6%

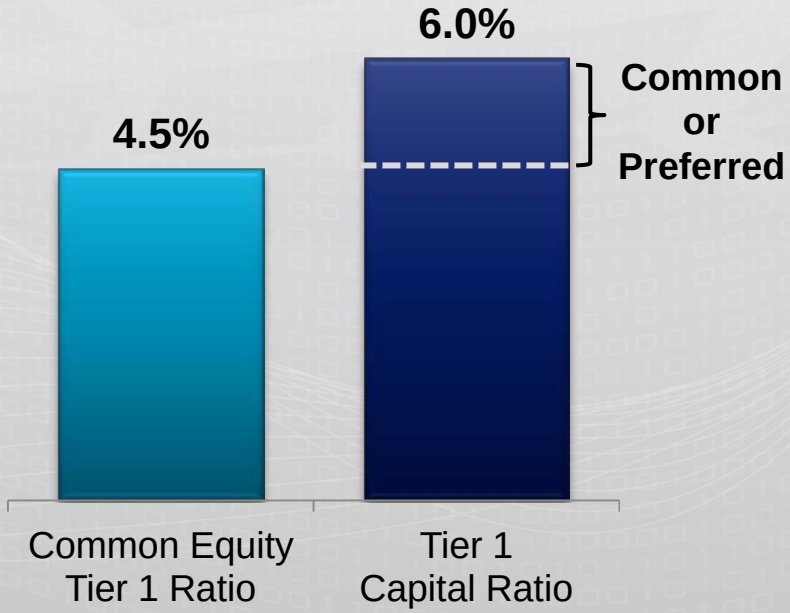
*Note: Payout Ratio is calculated by dividing the total amount returned to shareholders through dividends and share repurchases during the respective period by the total capital generated through net income attributable to common shareholders and employee plans during the respective period. *The Risk-Based Capital Ratios for Q3'14 represent a preliminary estimate as of the date of these earnings slides and may be revised in the Company's Form 10-Q for the quarter ended September 30, 2014. Tier 1 Common is Tier 1 Common under Basel I for the periods ending 2010 through Q4'13, and Common Equity Tier 1 under Basel III, inclusive of transition provisions, for the periods ending Q1'14 through Q3'14. The Tier 1 Common Risk-Based Capital Ratio is calculated as Tier 1 Common Equity, a non-GAAP measure, divided by Risk-Weighted Assets. See Annex 8 for a reconciliation between Tier 1 Common Equity and Total Shareholders' Equity.*

Basel III Impacts on Capital Ratios

2013 Minimum Capital Ratios



Basel III Minimum Capital Ratios**



*Supervisory reference level per CCAR. **Basel III Minimum Capital Ratios on a fully phased-in basis.


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Annex 1

Regional Billed Business – Reported & FX Adjusted*

% increase/(decrease) vs. prior year

	Q3'12	Q4'12	Q1'13	Q2'13	Q3'13	Q4'13	Q1'14	Q2'14	Q3'14
EMEA									
Reported	(4%)	5%	2%	7%	10%	9%	11%	12%	7%
FX Adjusted	3%	5%	4%	6%	8%	6%	7%	6%	7%
JAPA									
Reported	8%	11%	6%	8%	4%	6%	7%	10%	16%
FX Adjusted	9%	10%	9%	13%	14%	15%	15%	11%	16%
LACC									
Reported	5%	11%	6%	8%	7%	5%	(1%)	2%	1%
FX Adjusted	11%	11%	9%	10%	12%	11%	10%	9%	8%
Worldwide									
Reported	6%	8%	6%	7%	7%	8%	6%	9%	9%
FX Adjusted	8%	7%	7%	8%	9%	9%	7%	9%	10%

**See slide 2 for an explanation of FX adjusted information*

Annex 2

➲ *Segment Billed Business – Reported & FX Adjusted**

% increase/(decrease) vs. prior year

	Q3'12	Q4'12	Q1'13	Q2'13	Q3'13	Q4'13	Q1'14	Q2'14	Q3'14
ICS									
Reported	1%	6%	2%	3%	2%	2%	2%	6%	4%
FX Adjusted	5%	5%	5%	6%	7%	7%	6%	6%	6%
GCS									
Reported	5%	6%	3%	5%	6%	7%	6%	7%	8%
FX Adjusted	7%	6%	4%	5%	7%	8%	7%	7%	8%
GNS									
Reported	6%	12%	9%	14%	12%	12%	10%	12%	16%
FX Adjusted	11%	12%	12%	17%	16%	16%	15%	13%	17%
Worldwide									
Reported	6%	8%	6%	7%	7%	8%	6%	9%	9%
FX Adjusted	8%	7%	7%	8%	9%	9%	7%	9%	10%

**See slide 2 for an explanation of FX adjusted information*

Annex 3

Revenue Net of Interest Adjusted for Global Business Travel

($ in millions)

	Q3'13	Q3'14	Q3'13 YTD	Q3'14 YTD
GAAP Revenue Net of Interest	**$8,301**	**$8,329**	**$24,427**	**$25,185**
Global Business Travel Revenue Net of Interest*	$396		$396	
Adjusted Revenue Net of Interest	$7,905	$8,329	$24,031	$25,185
FX**- and GBT-Adjusted Revenue Net of Interest	$7,857		$23,871	
YoY% Increase/Decrease in GAAP Revenue Net of Interest		**0%**		**3%**
YoY% Increase/Decrease in Adjusted Revenue Net of Interest		**5%**		**5%**
YoY% Increase/Decrease in FX- and GBT-Adjusted Revenue Net of Interest		**6%**		**6%**

** Represents operating performance of Global Business Travel as reported in Q3'13. Does not include other Global Business Travel-related items, including equity earnings from the joint venture and impacts related to a transition services agreement that will phase out over time. **See Slide 2 for a definition of FX-Adjusted information.*

Annex 4

Total Expenses Adjusted for Global Business Travel

($ in millions)

	Q3'13	Q3'14
GAAP Total Expenses	**$5,878**	**$5,595**
Global Business Travel Total Expenses*	$336	
Adjusted Total Expenses	**$5,542**	**$5,595**
YoY% Increase/Decrease in GAAP Total Expenses		**(5%)**
YoY% Increase/Decrease in Adjusted Total Expenses		**1%**

** Represents operating performance of Global Business Travel as reported in Q3'13. Does not include other Global Business Travel-related items, including transaction-related costs and impacts related to a transition services agreement that will phase out over time.*

Annex 5

($ in millions)

	2009	2010	2011	2012	2013	Q3'13	Q3'14	Q3'13 YTD	Q3'14 YTD
GAAP Total Operating Expenses	$9,980	$10,916	$12,243	$13,447	$12,987	$3,235	$2,886	$9,613	$8,881
Visa/MasterCard Settlement Payments	880	880	580						
Q4'12 Charges:									
Restructuring Charges*				400					
Q2'14 Global Business Travel Transaction									
Transaction Gain									(626)
Transaction-related Costs									79
Restructuring Charges*									133
AXP Foundation Contribution*									40
GBT Operating Expenses**						335		335	
Adjusted Total Operating Expenses	$10,860	$11,796	$12,823	$13,047	$12,987	$2,900	$2,886	$9,278	$9,255
YoY% Increase/Decrease in GAAP Total Operating Expenses		**9%**	**12%**	**10%**	**(3%)**		**(11%)**		**(8%)**
YoY% Increase/Decrease in Adjusted Total Operating Expenses		**9%**	**9%**	**2%**	**0%**		**0%**		**0%**

**To the extent comparable categories of charges were recognized in periods other than Q4'12, Q3'13 and/or Q2'14, they have not been excluded. **Represents operating performance of Global Business Travel as reported in Q3'13. Does not include other Global Business Travel-related items, including transaction-related costs and impacts related to a transition services agreement that will phase out over time.*

Annex 6

Global Business Travel Revenues and Expenses by Quarter

($ in millions)

	Q1'13	Q2'13	Q3'13	Q4'13	2013	Q1'14	Q2'14	Q2'14 YTD
Total Revenues Net of Interest	$350	$397	$396	$405	**$1,548**	$339	$402	**$741**
Provision for Losses	$0	$1	$2	$2	**$5**	$2	$4	**$6**
Total Operating Expenses	$358	$358	$335	$361	**$1,412**	$335	$335	**$670**
All Other Expenses	$1	$1	$1	$1	**$4**	$1	$2	**$3**
Pre-Tax Income	($9)	$37	$58	$41	**$127**	$1	$61	**$62**

Annex 7

WW Net Interest Yield on Card Loans

($ in millions)

	Q3'12	Q4'12	Q1'13	Q2'13	Q3'13	Q4'13	Q1'14	Q2'14	Q3'14
Net Interest Income	$1,181	$1,193	$1,243	$1,202	$1,283	$1,319	$1,337	$1,316	$1,395
Excludes:									
Interest expense not attributable to the Company's Card Member loan portfolio	$338	$324	$311	$295	$296	$279	$263	$259	$247
Interest income not attributable to the Company's Card Member loan portfolio	($97)	($91)	($95)	($88)	($87)	($91)	($88)	($89)	($90)
Adjusted net interest income (A)	**$1,422**	**$1,426**	**$1,459**	**$1,409**	**$1,492**	**$1,507**	**$1,512**	**$1,486**	**$1,552**
Average loans (billions)	$61.4	$62.9	$62.8	62.5	$63.0	$64.4	$64.5	$65.2	$66.4
Excludes:									
Unamortized deferred card fees, net of direct acquisition costs of Card Member loans (billions)	($0.2)	($0.2)	($0.3)	($0.3)	($0.2)	($0.2)	($0.2)	($0.2)	($0.2)
Adjusted average loans (billions) (B)	**$61.2**	**$62.7**	**$62.5**	**$62.2**	**$62.8**	**$64.2**	**$64.3**	**$65.0**	**$66.2**
Net interest income divided by average loans (C)	7.7%	7.5%	8.0%	7.7%	8.1%	8.1%	8.4%	8.1%	8.5%
Net interest yield on Card Member loans (D)	9.3%	9.1%	9.5%	9.1%	9.4%	9.3%	9.5%	9.2%	9.3%

(A) Adjusted net interest income, a non-GAAP measure, represents net interest income allocated to the Company's Card Member loan portfolio excluding the impact of interest expense and interest income not attributable to the Company's Card Member loan portfolio. The Company believes adjusted net interest income is useful to investors because it is a component of net interest yield on Card Member loans. (B) Adjusted average loans, a non-GAAP measure, represents average Card Member loans excluding the impact of deferred card fees, net of deferred direct acquisition costs of Card Member loans, and other. The Company believes adjusted average loans is useful to investors because it is a component of net interest yield on Card Member loans. (C) This calculation 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 Card Member loans. The calculation includes interest income and interest expense attributable to investment securities and other interest-bearing deposits as well as to Card Member loans, and interest expense attributable to other activities, including Card Member receivables. (D) Net interest yield on Card Member loans, a non-GAAP measure, is computed by dividing adjusted net interest income by adjusted average loans, computed on an annualized basis. The calculation of net interest yield on Card Member loans includes interest that is deemed uncollectible. For all presentations of net interest yield on Card Member loans, reserves and net write-offs related to uncollectible interest are recorded through provisions for losses – Card Member loans; therefore, such reserves and net write-offs are not included in the net interest yield calculation. The Company believes net interest yield on Card Member loans is useful to investors because it provides a measure of interest-adjusted return of the Company's Card Member loan portfolio.

Annex 8

- ***The Tier 1 Common Risk-Based Capital Ratio is calculated as Tier 1 Common Equity, a non-GAAP measure, divided by Risk-weighted assets. Tier 1 Common Equity is calculated by reference to Total Shareholders' Equity as shown below:***

% increase/(decrease) vs. prior year

	12/31/2010	12/31/2011	12/31/2012	9/30/2013	12/31/2013
Total Shareholders' Equity	$16,230	$18,794	$18,886	$19,216	$19,496
Effect of certain items in accumulated other comprehensive loss excluded from Tier 1 common equity	415	194	173	323	336
Less					
Ineligible goodwill and intangible assets	(3,332)	(4,051)	(3,921)	(3,586)	(3,474)
Ineligible deferred tax assets	(217)	(58)	(228)	(202)	(192)
Other Basel III deductions					
Tier 1 Common Equity	**$13,096**	**$14,879**	**$14,910**	**$15,751**	**$16,166**

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 the Company's expected business and financial performance, among other matters, contain words such as "believe," "expect," "estimate," "anticipate," "optimistic," "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:

- the ability to hold annual operating expense growth to less than 3 percent during 2014, which will depend in part on unanticipated increases in significant categories of operating expenses, such as consulting or professional fees, compliance or regulatory-related costs and technology costs, the payment of monetary damages and penalties, disgorgement and restitution, the Company's decision to increase or decrease discretionary operating expenses depending on overall business performance, the Company's ability to achieve the expected benefits of the Company's reengineering plans, the Company's ability to balance expense control and investments in the business, the impact of changes in foreign currency exchange rates on costs and results, the impact of accounting changes and reclassifications, and the level of acquisition activity and related expenses;

- the ability of the Company to meet its on-average and over-time growth targets for revenues net of interest expense, earnings per share and return on average equity, which will depend on factors such as the Company's success in implementing its strategies and business initiatives including growing the Company's share of overall spending, retaining and growing our partner relationships, increasing merchant coverage, enhancing its prepaid offerings, expanding the Global Network Services business and controlling expenses, and on factors outside management's control including the willingness of Card Members to sustain spending, the effectiveness of marketing and loyalty programs, regulatory and market pressures on pricing, credit trends, currency and interest rate fluctuations, and changes in general economic conditions, such as GDP growth, consumer confidence, unemployment and the housing market;

- the ability of the Company to meet its on-average and over-time objective to return 50 percent of capital generated to shareholders through dividends and share repurchases, which will depend on factors such as approval of the Company's capital plans by its regulators, the amount the Company spends on acquisitions, the Company's results of operations and capital needs in any given period, and the amount of shares issued by the Company to employees upon the exercise of options;

Forward Looking Statements

- the actual amount to be spent by the Company on investments in the business during the fourth quarter 2014 and the actual amount of any potential gain arising from the proposed acquisition of Concur Technologies the Company decides to invest in business building activities and initiatives designed to improve operating efficiencies, which will be based in part on the likelihood and timing of the closing of the proposed Concur acquisition, the magnitude of any gain recognized by the Company as a result of the Concur acquisition, which will depend on the ultimate purchase price paid by SAP, management's ability to identify attractive investment opportunities and make such investments, which could be impacted by business, regulatory or legal complexities, the Company's ability to develop and implement technology and other resources to realize efficiencies and the ability to control operating, infrastructure and rewards expenses as the business expands or changes, including the changing behavior of Card Members;

- changes in the substantial and increasing worldwide competition in the payments industry, including competitive pressure that may impact the prices we charge merchants that accept our cards, competition for co-brand relationships and the success of marketing, promotion or rewards programs;

- the impact of final laws and regulations, if any, arising from the European Commission's legislative proposals covering a range of issues affecting the payments industry, which will depend on various factors, including, but not limited to, the issues presented and decisions made in the European legislative and regulatory processes addressing the proposed regulation of interchange fees and other practices related to card-based payment transactions, the amount of time these processes take to reach completion, and the actual pricing and other requirements ultimately adopted in the final laws and regulations in the European Union and its Member States;

- the possibility that the Company will not fully execute on its plans for OptBlue, including offsetting decreases in the average discount rate with higher spend volume, which will depend in part on the success of OptBlue merchant acquirers in signing merchants to accept American Express, which could be impacted by the pricing set by the merchant acquirers and the value proposition offered to small merchants;

- changes affecting the Company's ability or desire to issue preferred shares during the fourth quarter of 2014 or the first quarter of 2015, such as actions by bank regulatory agencies, capital needs, any reduction in the Company's credit ratings, which could materially increase the cost and other terms of preferred shares, and market conditions, among other factors;

- litigation, such as class actions or proceedings brought by governmental and regulatory agencies (including the lawsuit filed against us by the U.S. Department of Justice and certain state attorneys general), that could result in (i) the imposition of behavioral remedies against us or us voluntarily making certain changes to our business practices, the effects of which in either case could have a material adverse impact on our financial performance; (ii) the imposition of substantial monetary damages and penalties, disgorgement and restitution; and/or (iii) damage to our global reputation and brand;

Forward Looking Statements

- the potential failure of the U.S. Congress to renew legislation regarding the active financing exception to Subpart F of the Internal Revenue Code, which could increase the Company's effective tax rate and have an adverse impact on net income; and
- factors beyond the Company's control such as changes in global economic and business conditions, including consumer and business spending, the availability and cost of capital, unemployment and political conditions, fire, power loss, disruptions in telecommunications, severe weather conditions, natural disasters, terrorism, cyber attacks or fraud, which could significantly affect spending on American Express cards, delinquency rates, loan balances and travel-related spending or disrupt the Company's global network systems and ability to process transactions.

A further description of these uncertainties and other risks can be found in the Company's Annual Report on Form 10-K for the year ended December 31, 2013, the Company's Quarterly Reports on Form 10-Q for the quarters ended March 31, 2014 and June 30, 2014 and the Company's other reports filed with the Securities and Exchange Commission.


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