
From: [REDACTED]
Sent: Sunday, August 7, 2011 2:36 PM
To: Bella Klein
Subject: Re: Personal Security Key Reset

I don't think it's saying the card is invalid, I think it's saying the security code is no longer valid and needs to be reset.

On Aug 7, 2011, at 4:22 PM, Bella Klein [REDACTED] wrote:

=div>

Just read this email, the card isn't working anymore.
Will call on Monday for a new one and will contact you in regards the address to forward it to.
Txs

=ent from my iPhone

Begin forwarded message:

From: American Express <AmericanExpress@email2.americanexpress.com>
<mailto:AmericanExpress@email2.americanexpress.com>
Date: August 7, 2011 4:32:50 AM EDT
To: <mailto:bellaklein@me.com> bellaklein@me.com <mailto:bellaklein@me.com>
Subject: Personal Security Key Reset
Reply-To: American Express & <mailto:AmericanExpress@email2.americanexpress.com>
AmericanExpress@email2.americanexpress.com>

Personal Security Key Reset
<http://www208.americanexpress.com/axp/bu_logos/2008/bluebox.gif>

For your security:

Dear Cardmember,

We are writing to inform you that the Personal Security Key "Mother's Birthday" you selected for your Card account ending in 34009 was entered incorrectly during a recent servicing request and as a result, is no longer valid. This email has been sent to safeguard your American Express Card Account against any unauthorized activity, and for your security, you must reset your Personal Security Key.

As a reminder, this is not the password associated with your User ID when you log in to www.americanexpress.com, but rather the unique Personal Security Key you selected when you activated your Card. We ask for your unique Personal Security Key when you call American Express to validate your identification and to allow us to securely and promptly service your requests.

To reset your Personal Security Key, please call the Personal Security Key Reset Line at 1-888-654-0019, 24 hours a day, 7 days a week, from your home phone. Your Personal Security Key applies to all of your American Express Card accounts where you are the Basic Cardmember.

If you have already updated your Personal Security Key, please disregard this message.

We value your membership with us and take the security of your account very seriously. Thank you for using your American Express® Card.

Sincerely,
American Express Customer Service

Account Ending:
34009

<http://www208.americanexpress.com/axp/cardar=/2008/img_centurion.gif>

Contact Customer Service <<https://www.americanexpress.com/messagecenter>> |
 <<http://www.americanexpress.com/privacy>> | Add Us to Your Address Book
 <<http://www.americanexpress.com/Tracing?mid=B32CAS2011080604421000035682&msrc=TMPLT-AG&url=http%3A%2F%2Fwww.212.americanexpress.com%2Fdsmlive%2Fdsmlive%2Fdom%2Fus%2Faddustoyouraddressbook.do%3Fvgnextoid%3D46c001cc1e65b110VgnVCM100000defaad94RCRD>>

Your Cardmember information is included in the upper=right corner to help you recognize this as a customer service e-mail= from American Express. To learn more about e-mail security or rep=rt a suspicious e-mail, visit us at americanexpress.com/phishing

<http://www.americanexpress.com/Tracking?mid=B32CAS2011080604421000035682&msrc=TMPLT-AG&url==http%3A%2F%2Fwww212.americanexpress.com%2Fdsmlive%2Fdsm%2Fdom%2Fus%2Fen%2Ffr=udprotectioncenter%2Ffraudprotectioncenter_identifytheft.do%3Fvgnextoid%3Db=c75c5d66a4c110VgnVCM100000defaad94RCRD> .

We are=unable to answer replies to this email. You may contact us, securely using t=he customer service link above.

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