

American Express Corporate Travel

Corporate Press Backgrounder



Corporate
Travel

Corporate Information

American Express Corporate Travel

American Express Corporate Travel is one of the largest providers of corporate travel solutions in Belgium and Luxembourg.

With our Brussels headquarters, 7 regional Business Travel Centers and more than 20 Implant offices, we deliver travel and travel management services

to a very diverse audience of over 3,500 clients, from large multinationals to small independent contractors.

101 years of service

Throughout its history (the American Express Company was founded in 1840), American Express has shown its ability to adapt to new market circumstances, to find new solutions and to take its business - and that of its clients - forward.

Our first Belgian office was opened in Antwerp in 1902, followed by our first Brussels office in 1923. At that time - and until 1972 - the American Express divisions of card, travel and banking were still very much one company.

In 1986 American Express opened its first travel agency in Luxembourg.

In 1998, a joint-venture was launched between American Express Corporate Travel and the business travel divisions of BBL Travel. Both partners, American Express Inc. and BBL, took a 50% stake in the new company: BBL Travel American Express.

In December 2001, in a move to withdraw from all non-core activities, BBL sold its interests in the company to American Express Inc., which thereby became the sole owner of BBL Travel American Express.

On September 22nd, 2003, we finalised our transition by re-branding to American Express Corporate Travel and by adopting the American Express logos and visual styles.

Our company remains, however, a Belgian registered nv/sa.

Timeline:

1840

The American Express Company is founded by Henry Wells.

1881

The first European agent is commissioned in Liverpool

1902

The first Belgian office (Antwerp) is opened, primarily to serve the diamond industry.

1919

Opening of bank office in Antwerp and American Express terminal at London's Hounslow airfield, with connections to Brussels.

1923

Opening of Brussels office with travel and banking services

1969

Opening of travel office in Evere

1986

Opening of Luxembourg Office

1994

Acquired Thomas Cook Group Ltd

1998

Launch of joint venture with BBL Travel

2001, December

BBL/ING sells its stake to American Express Inc.



**Corporate
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Corporate Organisation

Shareholders

American Express Corporate Travel nv/sa is a Belgian registered company, wholly owned by American Express International Inc.

Board of Directors

- **Régis Chambert**
President
- **Nicolas Faures**
Member of the Board
- **Michèle Dauwe**
Member of the Board

Management Team

- **Michèle Dauwe**
General Manager BeNeLux
- **Guido Collogne**
Deputy General Manager and Head of Service Delivery
- **Geneviève Courty**
Head of Finance
- **Bénédicte Feldheim**
Head of Sales, Relationship & Marketing
- **Ivo Dhaenens**
Head of Systems and Business Support
- **Jos Dedecker**
Head of Human Resources
- **Robert Verstringhe**
Head of Supplier Relations
- **Geert Behets**
Head of Relationship Management



Products & Services

American Express Corporate Travel has a long record of providing the best travel tools, products and services, to the benefit of our clients.

Our Service Platforms

We serve all our clients from several different service platforms, being:

- a. **Customer Service Center**, located in our HQ in Sint-Stevens-Woluwe
- b. **Explant Center** (dedicated client units located in our offices) located in HQ Sint-Stevens-Woluwe
- c. 6 regional **Business Travel Centers** in Antwerp, Diest, Gent, Liège, Luxembourg and Tournai
- d. over 20 corporate travel **Implants** (dedicated travel office in the client's building) in major companies.

Our Brands

Aside from our main brand, American Express Corporate Travel, we have a number of sub-brands which serve the diverse needs of our clients. At this time, our brands are:

American Express Corporate Travel - main brand

Our regular business travel platform, comprising the 6 BTC's and 1 CSC, and all of the HQ functions.

ExpressOne - sub brand

Service platform, launched officially on September 22nd 2003, dedicated to the service of Small and Midsize Enterprises (SME) in Belgium and Luxembourg. Included is a dedicated Sales Team, dedicated reservations units and a dedicated website at www.expressone.be

The website includes ExpressOne's RezPortal online reservation tool with low fare search capability.

Tradefairs *by American Express* - sub brand

For more than 25 years, TradeFairs has been the market leader in the organisation of travel to international trade fairs. Each year, TradeFairs produces travel packages to more than 70 of the most renowned international trade fairs.

Programmes are published twice a year and the current programming is always available on the TradeFairs website at www.tradefairs.be

Corporate Events - sub brand

Corporate Events takes care of the more special needs of our customers, such as:

- incentive trips
- organisation of meetings, seminars and conferences
- group travel
- etc.

Our Services

American Express Corporate Travel takes care of a whole plethora of business travel needs, such as:

- air, car and hotel reservations
- air fare savings managements
- travel management and follow up
- consulting services
- 24hr Emergency Service
- Visa and Passport department
- Corporate Events
- TradeFairs
- SME-travel via ExpressOne
- and much, much more



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More Information

For more information on American Express Corporate Travel in Belgium and Luxembourg, please contact:

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More product & services info can be found on:

www.aexp.be
www.expressone.be
www.tradefairs.be



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