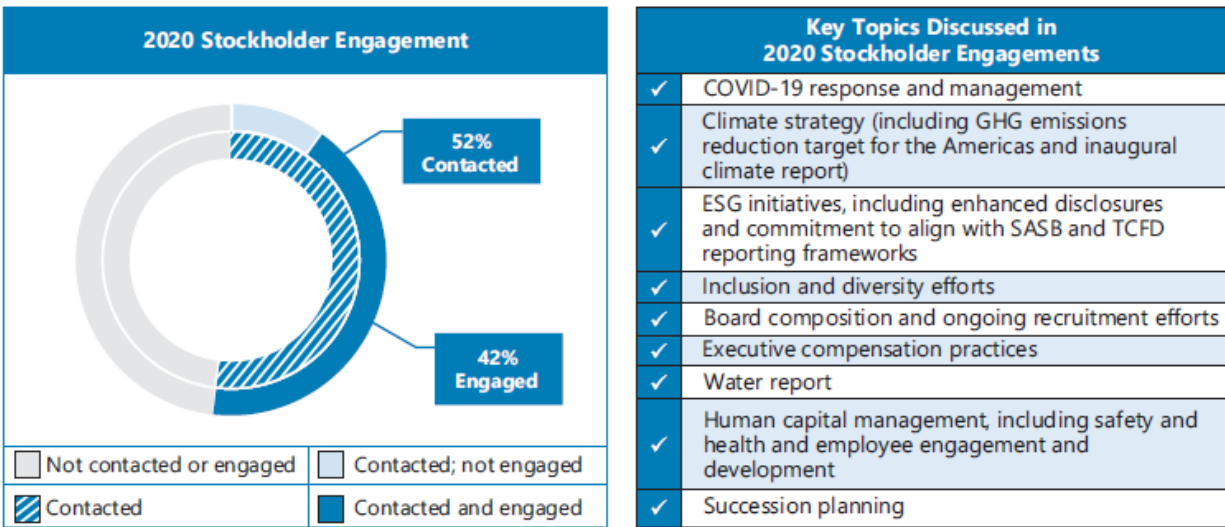


## Disclosure Examples: Shareholder Engagement



### Robust stockholder engagement program throughout the year

- ✓ Participated in 17 major investor conferences
- ✓ Presented at CERAWEEK, a premier energy conference attended by institutional investors, industry leaders and policymakers
- ✓ CEO participated in over 150 meetings with institutional investors
- ✓ Participated in conferences hosted by Council of Institutional Investors

Topics Covered

Strategy, Performance and COVID-19 Response

Environment, Sustainability and Climate

Human Capital Management, including Diversity, Equity and Inclusion

Governance and Risk Oversight

Executive Compensation

Management and the chairman provide feedback from these meetings to the full board on a regular basis.

<p><b>Board Involvement</b> Our Lead Independent Director who also serves as our Compensation and Benefits Committee Chair is available for engagement with shareholders, including participating in joint corporate governance and investor relations meetings. We deliver extensive feedback to our Board regarding shareholder meetings.</p>	<p><b>Actions Taken by the Board Following Shareholder Engagement</b></p> <p>Shareholder feedback is delivered to our Board and thoughtfully considered and has led to modifications in our executive compensation programs, governance practices and disclosure. Some of the actions we have taken that are informed by shareholder feedback over the last several years include:</p> <ul style="list-style-type: none"> <li>✔ Redesigned performance restricted stock unit awards to include relative ROE metric and relative TSR modifier</li> <li>✔ Eliminated Portfolio Grant (long-term cash) program in 2019 and transitioned target award values to 100% equity tied to Company and stock performance for Named Executive Officers (NEOs)</li> <li>✔ Continued to align compensation program with the Company's strategic priorities</li> </ul>
<p><b>Investor Relations and Senior Management</b> We provide investors with many opportunities to provide feedback to our Board and senior management. We participate in:</p> <ul style="list-style-type: none"> <li>▪ Formal events</li> <li>▪ One-on-one meetings</li> <li>▪ Group meetings throughout the year</li> </ul> <p>To learn more about our engagement, you may visit our Investor Relations website at <a href="http://ir.americanexpress.com">http://ir.americanexpress.com</a>.</p>	<ul style="list-style-type: none"> <li>✔ Released our comprehensive ESG report (available on our website), an evolution of our annual Corporate Social Responsibility Report, that contains increased disclosure on a number of initiatives and metrics</li> <li>✔ Reached 100 percent pay equity for colleagues across genders globally and across races and ethnicities in the U.S</li> <li>✔ Adopted proxy access</li> <li>✔ Adopted shareholder right to call special meetings</li> <li>✔ Changed our executive compensation peer group</li> <li>✔ Simplified our Annual Incentive Award program to be more formulaic and based on a single Company scorecard</li> </ul>
<p><b>Corporate Secretary's Office</b> We engage with governance representatives of our major shareholders through in-person meetings and conference calls that occur during and outside of the proxy season. Members of the corporate governance, investor relations and executive compensation groups discuss, among other matters, company performance, emerging governance practices generally and specifically with respect to our Company, the reasons behind a shareholder's voting decisions at prior annual shareholder meetings, our executive compensation practices and our corporate social responsibility practices.</p>	<ul style="list-style-type: none"> <li>✔ Committed to not provide office support to future retiring CEOs</li> <li>✔ Enhanced our website disclosures on political contributions and inclusion and diversity</li> <li>✔ Continued to evolve and enhance our proxy disclosures</li> <li>✔ Amended our Corporate Governance Principles to limit the number of public company boards on which our directors may serve</li> <li>✔ Added directors with financial services, payments, cybersecurity and digital backgrounds</li> </ul>

### Stockholder Engagement Cycle

