

Bring an Expert into Your Circle — Your Diners Club® Global Account Manager

When you work with Diners Club, you add an expense management professional to your team — a resource with the understanding and experience to help you achieve your business objectives. Yet you pay no additional consulting fees. It's just part of the Diners Club advantage.

Your Diners Club global account manager is the one “go-to” person for all your account needs, starting with the implementation of your global business expense management solutions and continuing through day-to-day management and ongoing refinements.

A Leader Matched to Your Needs

Diners Club appoints, as your account manager, the consultant with the skills and knowledge that fit with your requirements. Your account manager has the expertise to ensure that your program conforms to your business goals and culture, local regulations, and legal obligations.

Ongoing involvement keeps the program in line with your business objectives. Your account manager's responsibilities to you include:

- Works with you to develop and analyze reports on your expense data and trends
- Discussing policy changes to help control and align spending
- Identifying opportunities to maximize incentives
- Recommending process improvements and sharing best practices to reduce administrative costs and boost productivity
- Monitoring the quality of services and cardholder satisfaction

Backed Up by a Team of Professionals

Your account manager is supported by a cadre of directors with global, regional and country expertise and specialists with functional and technological expertise. You work with a single account manager who is your gateway to a level of insight and proficiency in expense management that can be found nowhere else.

An Unparalleled Commitment to Service

Everyone in your organization enjoys the same ready access to service and support. Our dedicated customer service team offers personal telephone and online service 24 hours a day, every day of the year.

Your global account manager is a single point of contact, accountable for your program's success