

Funds Transfer Quick Reference Card

Wire Transfer Operations: Toll-free: 855-376-5139 (outside the U.S.: 813-432-8801)

Do Not Share User IDs or Passwords

Your unique user ID and password are used to protect you and/or your company from fraudulent activity. If an authorized user is leaving your company or changing job responsibilities, you must notify JPMorgan Chase. Changes can be requested by completing the appropriate documentation that can be obtained by contacting your banking representative.

Wire Initiation (Option 1)

For wire initiation, you will be prompted to enter and verify your user ID and PIN using your touch-tone telephone keypad. Once the system has validated your security codes, you will be prompted to enter and verify your debit account number. Follow the prompts and provide the requested information. For repetitive wires and account transfers, you may complete your transaction by using the self-service options or by speaking to an operator. If you choose the self-service option for repetitive wires, you will be prompted to speak the repetitive line name.

Confirmations (Option 2)

For payments requiring confirmation, confirmers are required to call the money transfer line to perform the confirmation. You will be prompted to enter and verify your user ID and PIN using your touch-tone telephone keypad. Once the system has validated your security codes, you will be informed of the number of transactions available for confirmation. You will have the option to proceed to a transaction using a transaction reference number or proceed to the first transaction awaiting confirmation. (If you choose transaction reference number, you will be requested to enter the 10 digit transaction reference number.) The system will read the transaction details and provide the following options: repeat the details, approve, cancel or skip the transaction. Once approved, cancelled or skipped, you will be prompted to proceed to the next available transaction awaiting confirmation, if applicable.

Inquire on a Wire (Option 3)

You will be connected to a customer service representative.

PIN Activation (Option 4)

To activate your PIN, the following information will be required:

- User identification number (listed in the e-mail sent by JPMorgan Chase)
- Activation code (obtained from the designee at/in your company)
- Secret code (provided on the set-up form)
- PIN (listed in the e-mail sent by JPMorgan Chase)
- Self-selected eight-digit, all numeric PIN

When calling to activate your PIN, you will be prompted to enter and verify your user ID, secret code and activation code. Once the system has validated your security codes, you will be prompted to reset your PIN to complete the activation process. You will need to enter and verify your PIN listed in the e-mail. You will then need to enter and verify a new, self-selected, eight-digit, all-numeric PIN. (Please retain in a secure location.) This will complete the PIN activation and reset process and you may now begin to initiate and/or confirm wire transfers.

PIN Reset (Option 5)

You may request to reset your activated PIN at anytime. When calling to reset your PIN, you will be prompted to enter and verify your user ID and current PIN using your touch-tone telephone keypad. Once the system has validated your security codes, you will then need to enter and verify a new, self-selected, eight-digit, all-numeric PIN. (Please retain in a secure location.) This will complete the PIN reset process and you may now begin to initiate and/or confirm wire transfers.

PIN Re-Issue (Option 6)

You may request to re-issue your activated PIN at anytime. Simply choose option 6 to begin the process. When calling to re-issue your PIN, you will be prompted to enter and verify your user ID and secret code using your touch-tone telephone keypad. Once the system has validated your security codes, your new PIN will be delivered to you via e-mail. Your activation code will be delivered to the designee on file. Once received, follow the PIN activation process.

Note: Your current PIN will immediately be deactivated immediately once your security codes have been validated.