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CHASE LAUNCHES NEW SPANISH ONLINE BANKING EXPERIENCE

Chase.com/espanol now offers customers the option to conduct online banking transactions in Spanish

NEW YORK—October 4, 2012—Chase today announced that consumer and business banking customers can now manage their accounts, including conducting many transactions, in Spanish. Through new functionality on Chase.com/espanol, the bank now offers a comprehensive Spanish online banking option to customers.

“We continue to tailor products and services to meet the financial needs of the Hispanic community, which is a significant and growing customer segment,” said Pablo Sanchez, National Executive for Chase Consumer Banking. “These added features set us apart in the industry and, more importantly, deliver a great experience to customers who prefer to manage their personal and business banking in Spanish.”

Through Chase.com/espanol, customers now can perform many of the same functions in Spanish as they can in English, including:

- Manage Chase checking, auto, student, home loan, credit card and business accounts;
- View account activity and transaction history;
- Pay bills and transfer money; and
- Use tools such as Chase QuickPay to send money to nearly anyone with an email address or mobile telephone number.

The site also allows customers to toggle between English and Spanish while banking online.

Customers who are new to online banking can register at Chase.com/espanol or by going to Chase.com/bancaprinternet.

Chase.com/espanol originally launched in 2008, offering customers information on Chase's portfolio of products and services. Chase also provides bilingual customer service in-person and via phone, the option to use ATMs in Spanish, bill inserts and account statements in Spanish, and printed product and services information available through branches for many personal and business banking needs.

About Chase

Chase is the U.S. consumer and commercial banking business of JPMorgan Chase & Co., a leading global financial services firm with assets of \$2.3 trillion and operations in more than 60 countries. Chase serves more than 50 million consumers and 4 million small businesses through more than 5,500 bank branches, 18,000 ATMs, credit cards, mortgage offices, and online and mobile banking. More information about Chase is available at www.chase.com.