



## **Chase adds statement imaging to online banking services**

New York, August 18, 2003 – Responding to the increasing popularity of online banking for its convenience and flexibility, JPMorgan Chase Bank (Chase) offers a new statement imaging feature to its customers. Effective immediately, all Chase deposit customers who access Chase Online can view and print the last 6 months of bank statements for their checking, savings, CD, IRA and money market accounts free of charge.

Statement images are uploaded to Chase Online through JPMorgan Chase's document imaging business, iVault!, and are available online before they are mailed to customers, typically 1 to 2 business days after the statement cycle ends. Customers can get immediate access to statements for a 6-month history, which can be helpful in situations where this type of document history is required, such as home financing applications or tax preparation.

"Customers want to view account information in a format that is familiar to them," said JoAnne Glazer, Chase senior vice president and electronic channel executive. "Providing bank statements online offers a familiar format with the added convenience of accessing the information online."

There is no need to enroll for online statement imaging and customers will continue to receive a paper copy of their bank statement as usual. All Chase customers with a deposit account who use Chase Online, including individuals and small businesses, will be able to retrieve statement images. Customers of Chase Personal Financial Services will also be able to view their asset management account statements online.

Chase also offers other popular self-service features online, including the ability to view check images, reorder checks, place stop payments, and initiate wire transfers of money to any U.S. bank account. Chase deposit account customers can enjoy completely free online bill payment, with the ability to pay almost anyone, including friends and family, and to view 13 months of bill payment history in one place. Chase customers who access accounts online can use a single password to access the full range of Chase services, including credit cards, mortgages and auto finance. Chase Online, which redesigned its site and launched a new platform last year, was ranked #1 in Customer Confidence by Gomez in November 2002 and was named a Forbes "Best of the Web" pick in 2002.

J.P. Morgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of \$803 billion and operations in more than 50 countries. The firm is a leader in investment banking, financial services for consumers and businesses, financial transaction processing, investment management, private banking and private equity. A component of the Dow Jones Industrial Average, JPMorgan Chase is headquartered in New York and serves more than 30 million consumer customers nationwide, and many of the world's most prominent corporate, institutional and government clients.

