
Day to Day Communication Support

November 7, 2022



+ J.P.Morgan

November 2022

J.P.Morgan

Chase, J.P. Morgan, and JPMorgan Chase are marketing names for certain businesses of JPMorgan Chase & Co. and its affiliates and subsidiaries worldwide (collectively, “JPMC”, “We”, “Our” or “Us”, as the context may require).

These materials do not represent an offer or commitment to provide any product or service. In preparing the information, we have relied upon, without independently verifying, the accuracy and completeness of publicly available information or information that you have provided to us. Our opinions, analyses and estimates included here reflect prevailing conditions and our views as of this date. These factors could change, and you should consider this information to be indicative, preliminary and for illustrative purposes only. This Information is provided as general market and/or economic commentary. It in no way constitutes research and should not be treated as such.

The information is not advice on legal, tax, investment, accounting, regulatory, technology or other matters. You should always consult your own financial, legal, tax, accounting, or similar advisors before entering into any agreement for our products or services. In no event shall JPMC or any of its directors, officers, employees or agents be liable for any use of, for any decision made or action taken in reliance upon or for any inaccuracies or errors in, or omissions from, the information in this material. We are not acting as your agent, fiduciary or advisor, including, without limitation, as a Municipal Advisor under the Securities and Exchange Act of 1934.

The information does not include all applicable terms or issues and is not intended as an offer or solicitation for the purchase or sale of any product or service. Our products and services are subject to applicable laws and regulations, as well as our service terms and policies. Not all products and services are available in all geographic areas or to all customers. In addition, eligibility for particular products and services is subject to satisfaction of applicable legal, tax, risk, credit and other due diligence, JPMC’s “know your customer,” anti-money laundering, anti-terrorism and other policies and procedures.

Products and services may be provided by Commercial Banking affiliates, securities affiliates or other JPMC affiliates or entities. In particular, securities brokerage services other than those that can be provided by Commercial Banking affiliates will be provided by appropriate registered broker/dealer affiliates, including J.P. Morgan Securities LLC and J.P. Morgan Institutional Investments Inc. Any securities provided or otherwise administered by such brokerage services are not deposits or other obligations of, and are not guaranteed by, any Commercial Banking affiliate and are not insured by the Federal Deposit Insurance Corporation.

Changes to Interbank Offered Rates (IBORs) and other benchmark rates: Certain interest rate benchmarks are, or may in the future become, subject to ongoing international, national and other regulatory guidance, reform and proposals for reform. For more information, please consult: https://www.jpmorgan.com/global/disclosures/interbank_offered_rates.

JPMorgan Chase Bank, N.A. Member FDIC.

© 2021 JPMorgan Chase & Co. All rights reserved.

Key Program Contacts

Resources to Call for You and Your Cardholders



J.P.Morgan

J.P. Morgan Chase – Key Program Contacts

Our Approach to Delivering Exceptional Client Service

FOR YOU



Designated Program Coordinators

Mark Burke

800-969-3156 x1050014536
designated.pc@jpmchase.com

And

Stephanie Falco

800-969-3156 x105000093
designated.pc@jpmchase.com

Available M-F 8am-6pm EST

* Emails are auto acknowledged once received

* Emails marked Urgent are acknowledged within 2 hours

Manage the day to day with highly-skilled, Commercial Card experts to:

- Primary contact for day-to-day servicing needs for client Program Administrators
- Work with Program Administrators to perform account maintenance and resolve inquiries
- Partner with Relationship Managers and other operation teams to drive your overall program success
- Initiate new program setup requests
- Provide basic system functionality support for reporting and card management tools
- Answer PaymentNet questions as well as suggest best practices for self service

* Please have your **Company Number** and **Verification ID** available when you call



Commercial Card Relationship Manager

Dan Marshek

Available M-F 9am-6pm EST

312-954-2754
daniel.marshek@jpmchase.com

First point of contact **for continuous partnership with Org Level PA's:**

- Program design and growth strategies
- Reporting Needs
- Rebate and contract discussions
- Escalation point of contact



Relationship Team Relationship Executive-Tim Minahan

Available M-F 9am-5pm EST

518-433-2516
timothy.minahan@jpmorgan.com

AND

Treasury Management Officer-Peter Johnsen

Available M-F 9am-5pm EST

914-993-2286
peter.x.johnsen@jpmorgan.com

Point of contact **for continuous partnership with OGS:**

- Contract negotiations
- Credit Underwriting Inquiries
- Escalation point of contact

J.P. Morgan Chase – Key Program Contacts

Our Approach to Delivering Exceptional Client Service

FOR YOU



Client Application Support And Designated CAS Specialist Kay Ilyas

Available M – F 8AM – 7PM EST
877-967-1100
ccs.cas.support@jpmchase.com

- * Calls received after hours are routed to JPMC Program Coordinator Team
- * Emails are auto acknowledged once received

Gain insights with *our online platforms and reporting solutions:*

- Technical support for PaymentNet
- Provides end user (PA) education or navigation support, including basic
- Reporting inquiries on PaymentNet
- Level 1 support for access issues, file failures or delays, or transmission issues
- Interfaces with internal Level 2 support areas to resolve more technical issues



H2H Connectivity

844-718-0643
CAS.Helpdesk@jpmchase.com

Hours of Operation:
24/7/365

First point of contact *for connectivity needs:*

- Additional Connectivity information , please use:
<https://www.jpmorgan.com/solutions/wpcmc/h2h>
- Failed transmissions
- Files were not received
- Unable to locate files
- PGP/SSH key updates

J.P. Morgan Chase – Key Program Contacts

Our Approach to Delivering Exceptional Client Service

FOR CARDHOLDER



Cardholder Support

800-270-7760

Hours of Operation
24/7/365

First point of contact *for your cardholders* to:

- Activate cards and manage card status like lost, stolen, etc.
- Resolve account and transaction issues like declines, fraud, disputes, etc.
- Resolve any other card related questions
- General account information and changes
- Online assistance

* Cardholders should have **Account Number** and **Access Codes** available