

September 24, 2013

Chase Tops Keynote's Mobile Banking Scorecard for Two Years in a Row

NEW YORK – September 24, 2013 – Chase earns the fourth consecutive win in the recent *Keynote® Fall 2013 Mobile Scorecard* for overall mobile banking solution in Q3 2013. Released twice a year, the scorecard ranks the mobile offerings among the 15 largest U.S. banks. In the latest Keynote Scorecard, Chase ranked #1 in two of four categories – Ease of Use and Quality & Availability – to take the top spot overall.

“Improving the customer experience is at the forefront of everything we do,” said Gavin Michael, head of Digital for Chase's Consumer and Community Banking division. “The Keynote ranking reiterates our focus on delivering our customers the most convenient and secure digital experience possible.”

Chase Mobile® includes the following features:

- Chase QuickDepositSM, the award-winning mobile check deposit capability;
- Chase QuickPaySM, the proprietary person-to-person payment service;
- Payment and transfer options such as bill pay, account transfers and wire transfers;
- Mobile website access;
- SMS text banking; and
- Chase Instant Action Alerts® to notify customers of a low balance, and to allow them to transfer money by replying to the text message.

Chase Mobile banking is available to Chase customers using most major mobile platforms, with apps for iPad®, iPhone®, iPod touch®, Android™, Windows Phone and Kindle Fire, as well as through the Chase mobile website.

The Keynote Mobile Banking Scorecard is an industry benchmark created to set a standard for consumer bank mobile offerings. The *Fall 2013 Mobile Scorecard* study, measures and ranks the 15 largest retail banks in the United States based on a set of 120 objectives, weighted criteria tracked as applicable in each of four modes: Text, Mobile Web, iPhone App and Android App and grouped into four categories: Functionality, Ease of Use, Privacy & Security, and Quality & Availability. Banks measured in this Scorecard include (in alphabetical order) Bank of America, BB&T, Capital One, Chase, Citibank, Citizens, Fifth Third, KeyBank, PNC Bank, Regions, SunTrust, TD Bank, USAA, U.S. Bank and Wells Fargo.

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About Chase

Chase is the U.S. consumer and commercial banking business of JPMorgan Chase & Co. (NYSE: JPM), a leading global financial services firm with assets of \$2.4 trillion and operations in more than 60 countries. Chase serves more than 52 million consumers and small businesses through more than 5,600 bank branches, 18,700 ATMs, credit cards, mortgage offices, and online and mobile banking as well as through relationships with auto dealerships. More information about Chase is available at www.chase.com.

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Known as 'The Mobile and Internet Performance Authority™', Keynote offers three market-leading product platforms: [Keynote Perspective®](#) provides on-demand performance monitoring for enterprise web and mobile sites including online portals, e-commerce sites and B2B sites. [Keynote DeviceAnywhere®](#) provides the industry's only true cloud-based platform for testing and monitoring the functionality, usability, performance and availability of mobile applications and websites. [Keynote SIGOS](#) offers active end-to-end Quality of Service (QoS) testing and monitoring solutions for mobile, fixed and VoIP communications.

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