

JPMORGAN CHASE & CO.

October 31, 2013

Chase receives J.D. Power's highest rank for small business banking customer satisfaction in West, Midwest and South Regions for 2013

NEW YORK, Oct. 30, 2013 – [Chase](#) ranked highest in customer satisfaction for small business banking in the West, Midwest and South regions in the [J.D. Power](#) study released today.

The study demonstrates Chase's increasing leadership serving American small businesses across the country. This year, J.D. Power recognized Chase for having the highest customer satisfaction score among small business respondents in three regions including the:

West Region: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington and Wyoming

Midwest Region: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin

South Region: Alabama, Arkansas, Delaware, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia and West Virginia.

"Receiving this recognition from J.D. Power and our customers is an amazing accomplishment for our entire Chase team," said Scott Geller, Chase Business Banking CEO. "We have been working very hard to create lasting relationships with the business owners we are so proud to serve, and these awards say we're on the right track."

Chase Business Banking serves 2.3 million small businesses around the country through 5,600 branches and more than 10,000 relationship managers and small business specialists trained to serve small business clients. In addition, the bank offers Ink from Chase business credit cards, and Chase Paymentech is a global leader in payment processing for merchants. This week Chase announced it was named the #1 SBA lender for the fourth consecutive year, approving more SBA loans and lines of credit than any other lender.

About J.D. Power and Associates

J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power has offices in North/South America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit [JDPower.com](#). J.D. Power is a business unit of McGraw Hill Financial.

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 \$2.5 trillion and operations in more than 60 countries. Chase serves more than 50 million consumers through more than 5,600 bank branches, 17,500 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](#) and [@Chase](#). JPMorgan Chase Bank, N.A. Member FDIC. Equal Opportunity Lender.