

November 26, 2012

Chase Customers Can Get Debit Cards Instantly in Branches

Instant-issue technology to be available in 2,000 branches

NEW YORK – November 26, 2012 – Chase customers can get debit cards on the spot in 2,000 branches in select regions, with a focus on New York City, Chicago and Los Angeles by year-end. They will be able to get a personalized Chase debit card when they open a new checking account or lose or damage their existing card – eliminating the several-day wait to receive a card through the mail.

“Instant-issue is a real time-saver for our customers,” said Brad Nolan, Head of Design for Branch Innovation. “Customers can enter their local branch, select a debit card of their choice, select a PIN, and begin using their card immediately. And if a customer’s card is lost or damaged, they can get a new one right there.”

Chase will install instant-issue technology in 800 additional branches across the United States during 2013. The bank also plans to offer the same convenience for customers with Chase-branded credit cards and the Chase Liquid reloadable card.

The new instant-issue debit cards are the latest step in Chase’s overall efforts to make banking simpler, easier and more convenient for customers through innovative products and services. Chase also:

- Became the first large bank to adopt a simple disclosure form for its checking accounts based on Pew Health Group’s recommendations;
- Reduced and eliminated several checking account fees;
- Launched @ChaseSupport, its first customer service Twitter handle; and
- Continues to pilot new branch technologies, including self-service banking kiosks that let customers handle many transactions quickly on their own.

Through its renewed efforts to exceed customer expectations, Chase has substantially improved its overall customer satisfaction – measured both internally and by independent groups – over the past year.

Chase worked closely with Datacard Group to develop and install the instant-issue technology featured in the branches.

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 \$2.3 trillion and operations in more than 60 countries. Chase serves more than 50 million consumers and small businesses through more than 5,500 bank branches, 18,500 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.