

JPMorgan ACCESSSM

Launches New Dashboard and Inquiry Manager

JPMorgan ACCESS is introducing new tools to enhance the online client experience and integrate Treasury and Securities Services' products.

Dashboard

Clients will be able to access important account information directly from the JPMorgan ACCESSSM home page. Through the new Dashboard, clients can view integrated cash and securities data presented in real time.

The JPMorgan ACCESS Dashboard provides “snapshots” of information across Custody, Cash, Accounting and Securities Lending. The information is aggregated, summarized, and can be drilled down from — that is, users can click down into underlying detail. For example,

institutional clients can view their portfolio valuation, allocation and concentration immediately at log on and drill down to underlying transactions in their portfolio.

The report center of the Dashboard allows clients to run and view reports including standard JPMorgan reports or custom designed reports made with the report wizard. Clients can also search transactions or holdings right from the Dashboard. They can also customize the Dashboard by creating multiple views based on their unique accounts and portfolio structures.

Inquiry Manager

Inquiry Manager enables users to enter and send inquiries directly to JPMorgan's client service group for resolution.

The Inquiry Manager tool is the market-leading solution for comprehensive inquiry management. It is fully integrated with our inquiry processing platform deployed across our global business for routing and resolution management. Inquiry Manager enables users to monitor and track trends throughout their inquiries' lifecycles, from issue creation to closure, all in real time.

Inquiries that were previously handled via fax, phone and e-mail can now be managed in one central location. While critical issues can still be handled by phone, day-to-day inquiries can now be submitted, tracked and resolved online.

Early feedback from clients engaged in a pilot of the Inquiry Manager say it is a valuable tool. “It has been very helpful in my daily activities. I have been able to

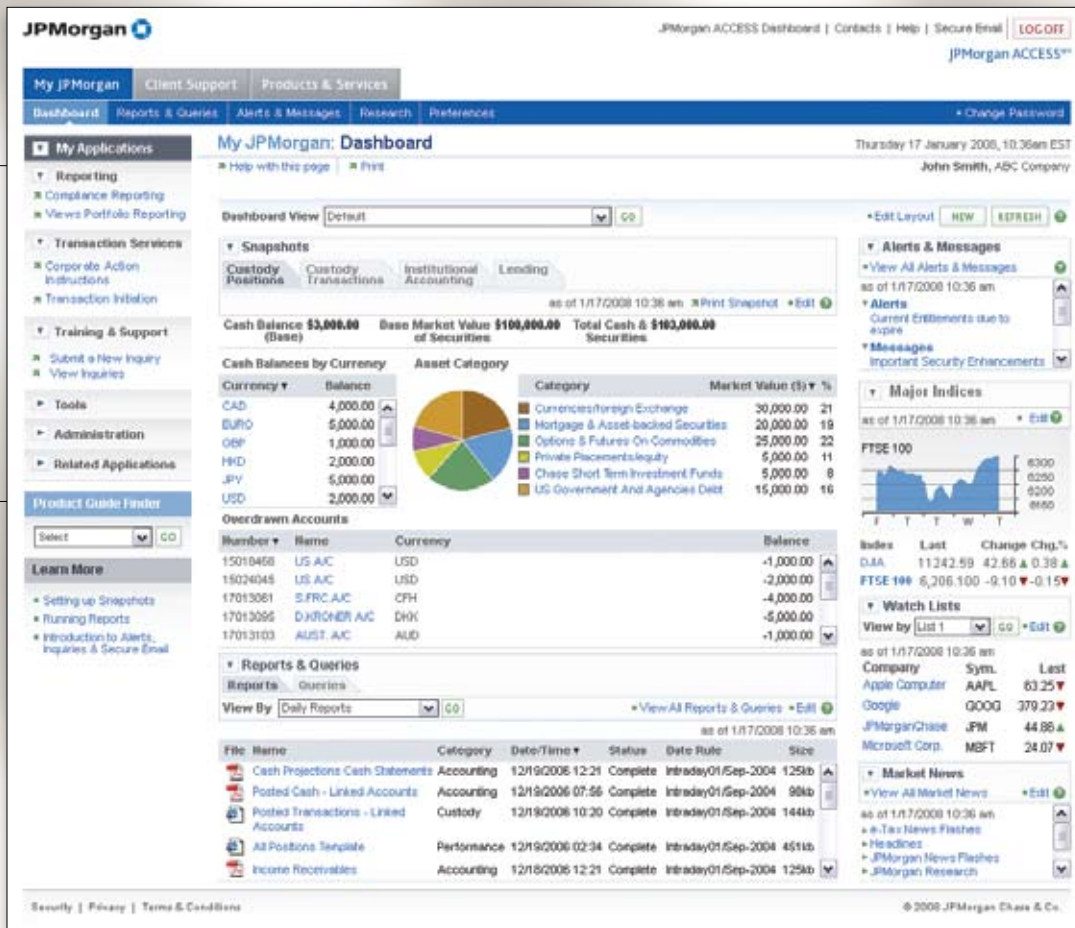
spend less time on entering inquiries because of the user friendly interface,” said Richard Bettenhausen, Prudential Financial.

Additional Inquiry Manager functionality includes the ability to:

- ▶ View the status of all inquiries real time
- ▶ Duplicate and cancel inquiries
- ▶ Reopen closed inquiries
- ▶ Approve inquiry resolution
- ▶ Create custom inquiries
- ▶ Generate reports and export to PDF or Excel

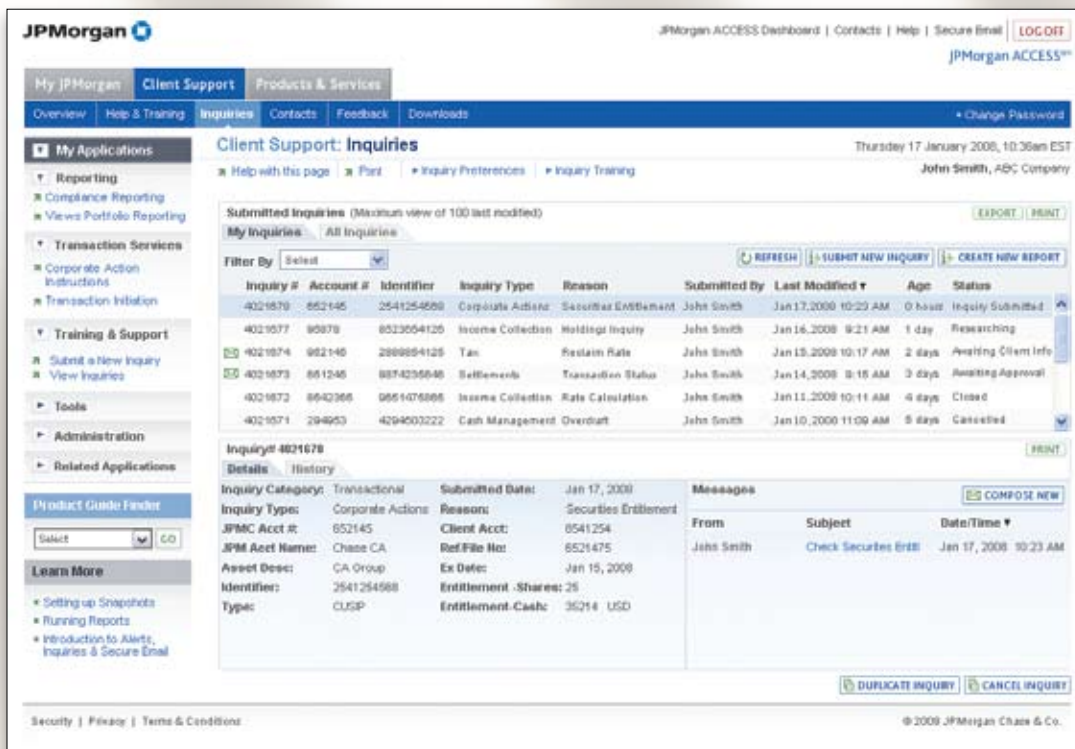
Inquiry Manager was designed to help clients increase productivity and efficiency by reducing cancellations and errors, resolving issues more quickly and eliminating redundant inquiries. Inquiry Manager can also provide an audit trail with the ability to track inquiry trends and history. ○○○

Both the Dashboard and Inquiry Manager tools will be rolled out to clients over the next 12 months. For more information on JPMorgan ACCESS, contact your JPMorgan representative.



Dashboard:

The new JPMorgan ACCESS Dashboard presents your integrated cash and securities data all in one place immediately at logon, allowing for quick review of information such as positions, pending transactions, market news and alerts.



Inquiry Manager:

The new JPMorgan ACCESS Inquiry Manager allows users to monitor and track trends throughout their inquiries' lifecycles, from issue creation to final resolution.