

Benefit Payment Services

A blue print for world-class benefit payment processing

J.P. Morgan provides benefit payment processing for defined benefit, defined contribution and nonqualified plans, helping more than 560 employers (corporations, public institutions and small companies) increase efficiency and mitigate the risks associated with participant payment processing. As a recognized market and thought leader in payment solutions, J.P. Morgan is at the forefront of industry changes and active in the development of enhanced payment alternatives to support customers' needs as the industry evolves.

BENEFITS AND FEATURES

Benefit	Features
Increase Efficiency	<ul style="list-style-type: none"> • InfoWeb, J.P. Morgan's Web-based benefit payment system, simplifies disbursement administration and provides transaction initiation, online payment tracking and reporting while eliminating the need for manual updates using paper forms. • Call center provides access to trained service representatives during business hours and 24/7 access to an automated touch-tone response system for frequently asked questions. • Experienced service representatives respond to participants' tax reporting questions during the critical tax season.
Mitigate Risks	<ul style="list-style-type: none"> • Secure Web access for participants enables inquiry and update capabilities at mybenefitpayment.com. • Security and controls protect both plan sponsors and plan participants. • Rigorous programs to safeguard plan sponsor data and protect plan participants against fraud and identity theft. • Partially masked Social Security Numbers to minimize the threat of identity theft. • Encrypted data transmissions.
Demonstrated Excellence	<ul style="list-style-type: none"> • Over 75 years of benefit payment experience and an ongoing commitment to industry best practices. • Streamlined payment processing provides the accurate returns plan sponsors seek. • #1 in CHIPS, Clearing House for Interbank Payments (2000-2010) • #1 in Fedwire, Federal Reserve (2000-2010) • "A+" or "A" Ratings in ACH, Balance Reporting, Controlled Disbursement, Phoenix-Hecht Cash Management Monitor (2010)

Highlights

- Accurate and timely straight through Benefit Payment processing.
- Documented performance scorecards and defined service standards help our teams provide a world-class level of service.
- Highly trained, experienced benefit payment professionals, averaging 15 years of service, ensure that all plan details are substantiated and payment requests are processed quickly and accurately.
- Experience working with third party administrators and transmitting data.
- Periodic informative newsletters containing industry updates and other J.P. Morgan-specific information.
- Annual investment of over \$3 million year over year since 2008 to enhance the J.P. Morgan retiree experience.