

J.P. Morgan ACCESSSM Inquiry Manager

Real-time inquiry management and reporting solution

Inquiry Manager is J.P. Morgan's browser based market-leading tool for real time inquiry management and reporting, enabling users to control and manage their account inquiries. Inquiry Manager is part of the J.P. Morgan ACCESS portal, our single and secure point of access for information reporting, inquiries, and investment and transaction services.

Inquiry Manager enables users to manage all their inquiries through a single browser-based tool where they can enter, send and track inquiries directly to J.P. Morgan's client service team.

KEY FEATURES AND BENEFITS

Client Need	Features and Benefits
Efficiency	Users provide key data including reports or screenshots with their message which is then routed directly for handling through to point of resolution, improving response time for overall resolution, thereby reducing errors and mitigating operational risk
Transparency	Users have detailed views of each inquiry including data details, messages, attachments, resolution and event history
Security	Dedicated solely to inquiry management, thereby providing greater security than multipurpose tools such as fax, phone and e-mail
Control	Inquiries can be shared across all user work groups, offering information on status and workflow, including drilldown details to final resolution

Highlights

Inquiry Manager meets your business needs by supporting the following key areas:

- Provides detailed views of each inquiry including data details, messages, attachments, resolution and event history
- Offers greater visibility into inquiry status and control of inquiries through to complete resolution
- Allows for users to run standard reports or customize them as needed
- Provides a complete inquiry history and audit trail with the ability to track inquiry trends

To learn more, contact your relationship manager or visit us at jpmorgan.com/wss