

J.P. Morgan Access[®] Transaction Services Alerts – What’s Different?

Introduction

The J.P. Morgan Access[®] streamlined, intuitive design allows you to easily manage and view wire- and inquiry-related alerts. You can also select how you receive alerts – in your Alerts Inbox, as a banner in Access or by email.

Transaction Service Alert Types

Access offers five Transaction Services alert types:

- Completed Payment Notification
- Inquiry Status Alert
- Bank Generated Inquiry Alert
- UTE/ROF Alert
- PFA Alert

Alerts Button and Alerts Inbox

1. You can access your alerts via the **Alerts** button, which takes you to the Alerts Inbox
2. From the Alerts Inbox, you can access **Manage Alerts**, where you can customize your alerts list view, manage your alert notifications, add or delete alerts, and change alert settings.

The screenshot shows the J.P. Morgan ACCESS Alerts Inbox. The top navigation bar includes 'Alerts', 'Support', 'Linda', and 'Log Off'. The Alerts button is circled in red with a '1' next to it. The Alerts Inbox is titled 'Alerts Inbox - All Alerts' and contains a table of alerts. The 'Manage Alerts' button is circled in red with a '2' next to it.

Alert	Category	Alert Type	Received On	Action
<input type="checkbox"/> Normal Broadcast 14thMay.html	--	Broadcast Alerts	05/13/2018	--
<input type="checkbox"/> report_test_banner0501	--	Broadcast Alerts	04/30/2018	--
<input type="checkbox"/> CheckUrgentBanner_51.htm	--	Broadcast Alerts	04/30/2018	--
<input type="checkbox"/> Test Publish, April 30	--	Broadcast Alerts	04/30/2018	--
<input type="checkbox"/> Test Banner Demo April 10	--	Broadcast Alerts	04/10/2018	--

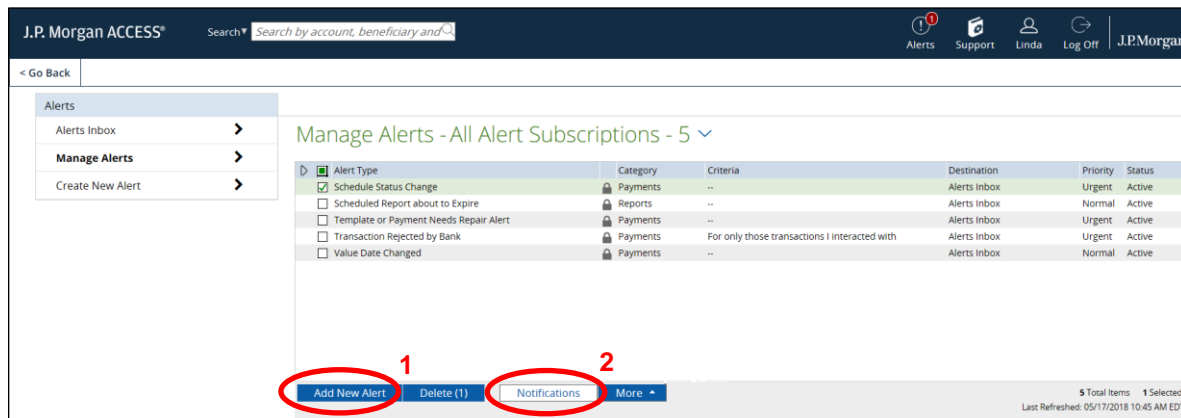
This guide is confidential and proprietary to J.P. Morgan and is provided for your general information only. It is subject to change without notice and is not intended to be legally binding. All services described in this guide are subject to applicable laws and regulations and service terms. Not all products and services are available in all locations. Eligibility for particular products and services will be determined by JPMorgan Chase Bank, N.A. or its affiliates. J.P. Morgan makes no representation as to the legal, regulatory or tax implications of the matters referred to in this guide.

J.P. Morgan is a marketing name for the Treasury Services businesses of JPMorgan Chase Bank, N.A., member FDIC, and its affiliates worldwide.

Manage Alerts

The **Manage Alerts** page displays a list of all alert types (with the exception of broadcast alerts) you have chosen to receive. From this page, you can:

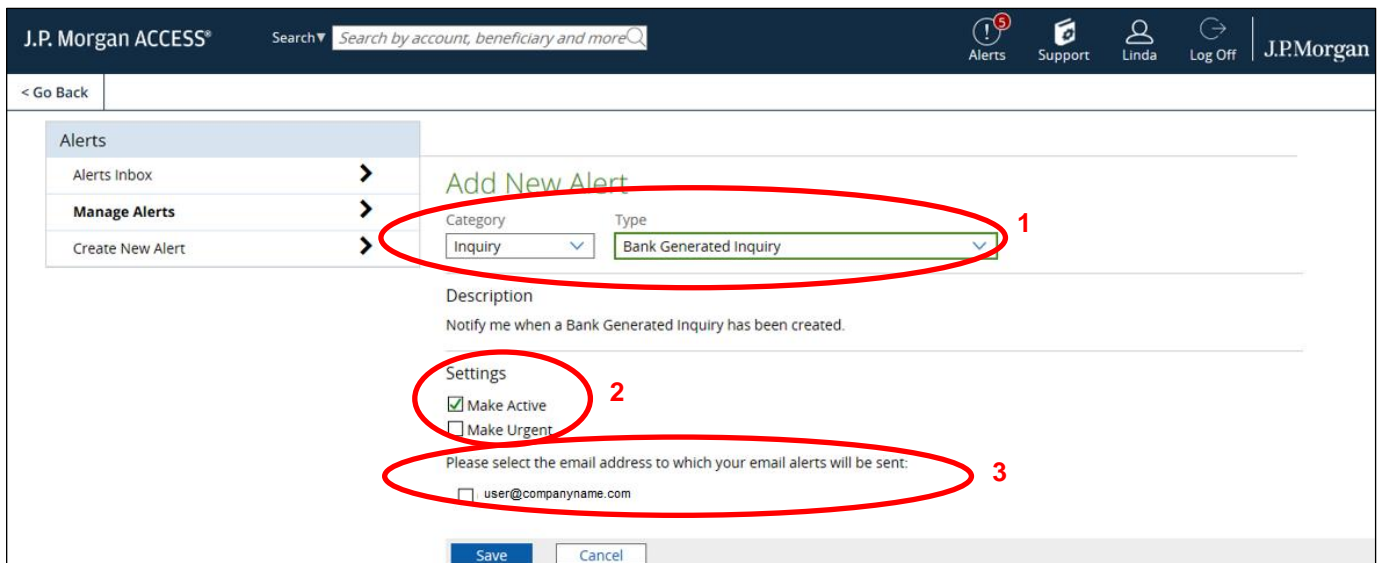
1. Select **Add New Alert** to open the Add New Alert page.
2. Select **Notifications** to open the Alerts Notifications page, where you can add, delete, verify or modify email destination settings. You can include up to 10 email destinations.



Add New Alerts

From the Add New Alerts page:

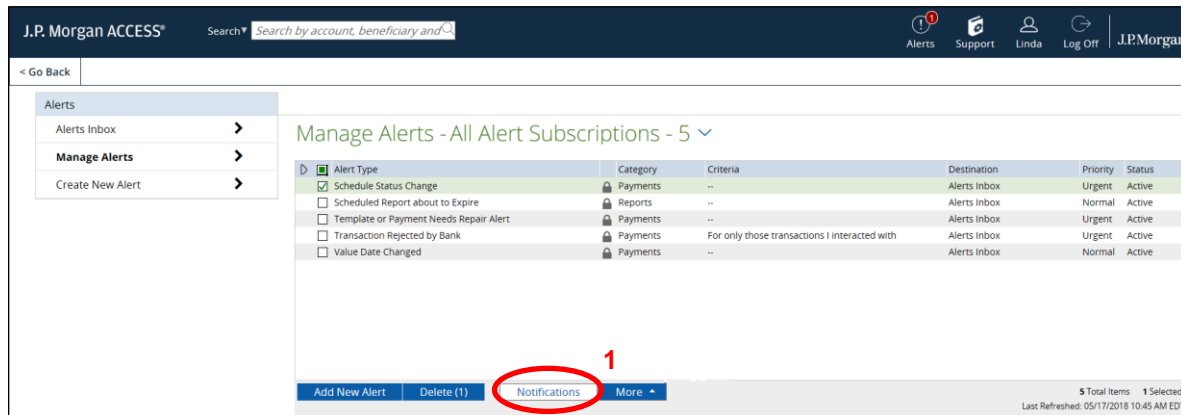
1. Select the **Category**, and then select the **Type**, from the respective dropdown menus: Transactions for Completed Payment Notification or Inquiry for all other Transaction Services alert types (Inquiry Status Alert, Bank Generated Inquiry Alert, UTE/ROF Alert or PFA Alert).
2. The default setting for a new alert is **Make Active**, which delivers the alert to the Alerts Inbox. You can also arrange to have alerts appear as popup notifications by selecting **Make Urgent**. Alerts will display at the top of the screen in a yellow box. You will need to cycle through all notifications to close the notification box.
3. If previously in eServe, you had alerts sent to your email address, alerts in Access will be sent automatically to only your email address upon migration. You will need to add other recipients who you want to continue to receive email alerts. (See next page for steps.)



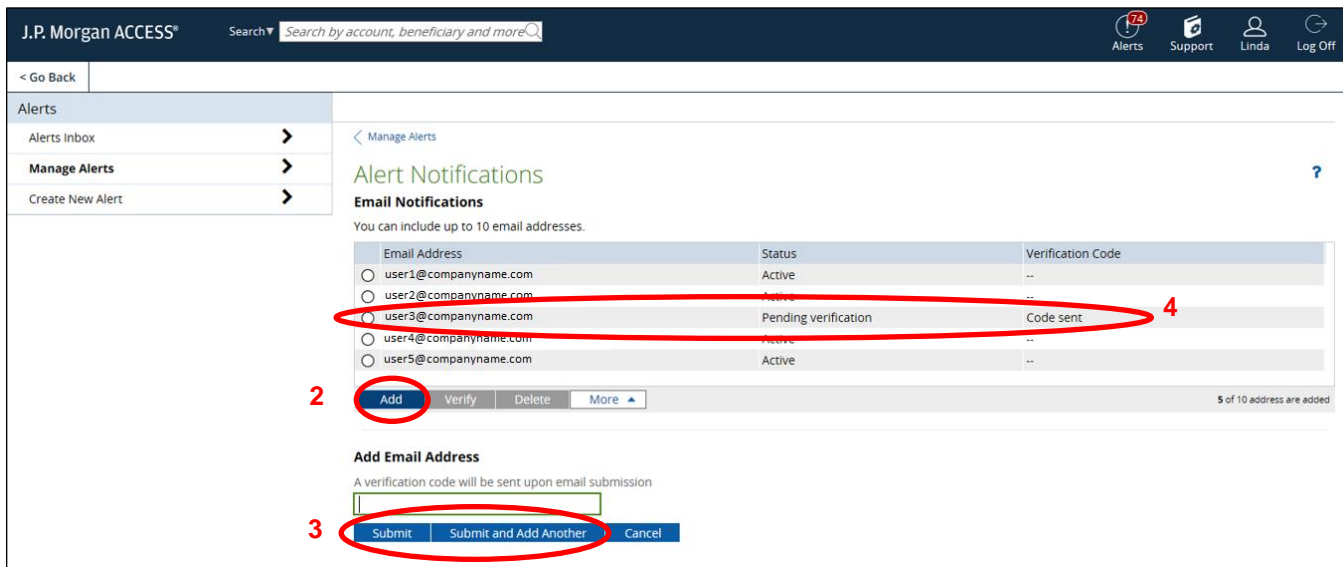
Add Email Addresses to Receive Alert Notifications

To send email notifications to additional recipients when an alert is triggered, complete the steps below. You only need to complete this process once for recipients selected for each subscription to receive email notification each time an alert is triggered.

1. From the Manage Alerts page, select **Notifications** to open the Alert Notifications page.



2. From the Alerts Notification page, select **Add** and enter email addresses for additional alert notification recipients.
3. Select **Submit** or **Submit and Add Another** to continue entering additional email addresses.
4. You must verify an email destination by selecting an email address with a *Pending Verification* status, and then selecting **Verify**. Enter the verification code sent to that email address in **Verification Code** field that displays, and then select **Submit**.



Once verified, you will need to associate email recipients with alert each alert subscription they should receive. Refer to the **Add New Alerts** (step 3 on page 2 of this document).