

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

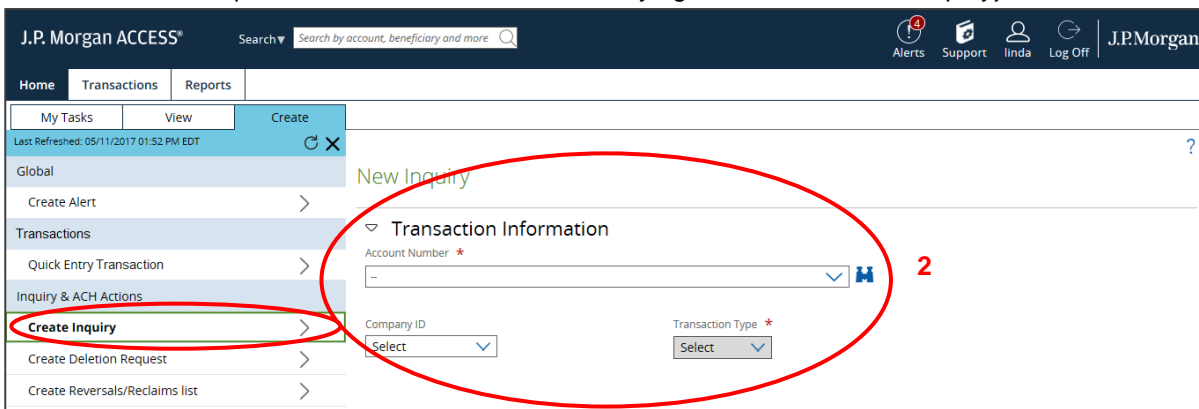
Introduction

J.P. Morgan ACCESS[®] Inquiry has a new streamlined, intuitive design that allows you to easily create inquiries for wire and ACH transactions, as your entitlements allow.

Create an Inquiry

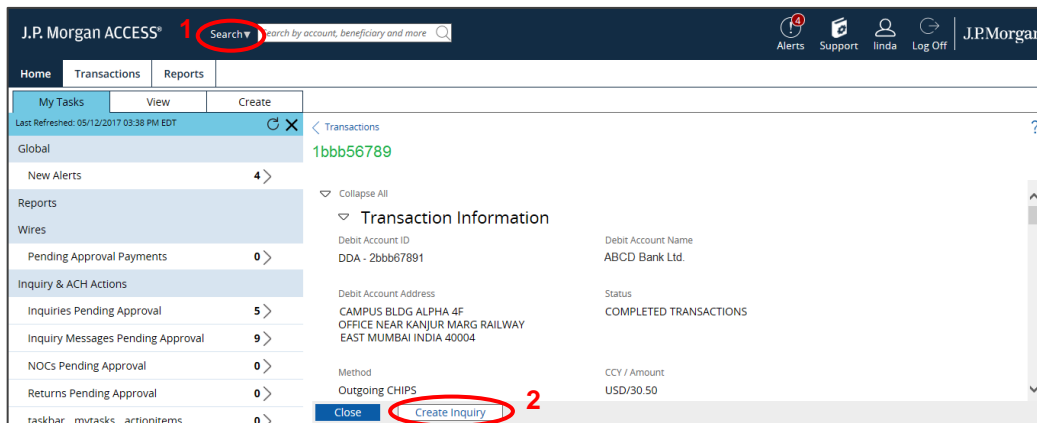
There are two ways to create a new inquiry for a valid wire or ACH transaction on accounts to which you are entitled: free form or from transaction details. To open a free-form inquiry:

1. Select **Create Inquiry** from the **Create** tab.
2. Select or enter the required information about the underlying transaction for the inquiry).



To create an inquiry from transaction details:

1. Search for the transaction using **Broaden Search in Transactions** from the Search dropdown.
2. From the search results, view your selected transaction details and select **Create Inquiry**.

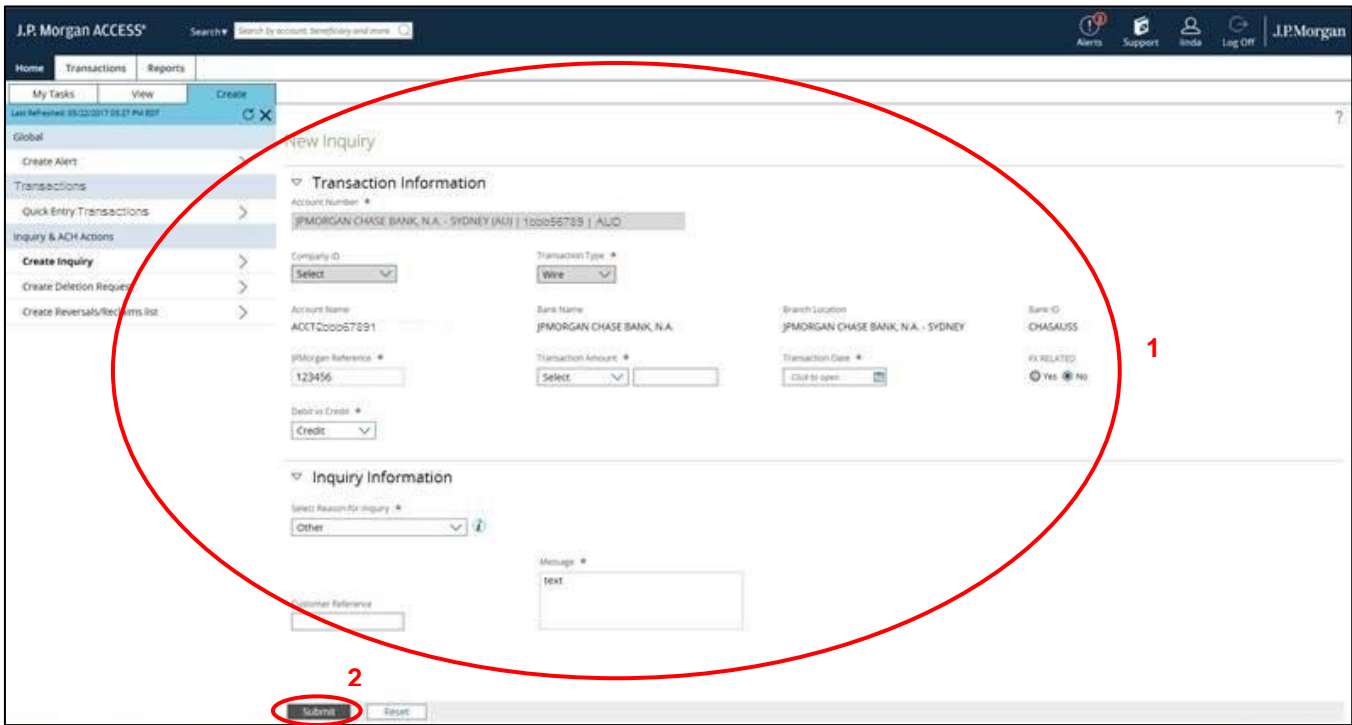


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To submit an inquiry:

1. Select or enter required information for the new inquiry.
2. Then select Submit to process the inquiry.



Add a Message to an Inquiry

You can easily update an inquiry for a wire or ACH transaction when the status of the inquiry is *Pending* or *In Process*.

1. Open the detail page of an inquiry you have selected from the **Inquiries** list, accessed from the View tab
2. Select **Add a New Message** from the Inquiry Update section, and then choose a reason for a wire inquiry or an inquiry type for an ACH inquiry.
3. Select **Add** to submit the inquiry.

