FAQs to be linked to this message:

1. What are cardholder alerts?

Cardholder alerts are one of the easiest and fastest ways to confirm fraudulent use of a cardholder’s account. Once a cardholder registers to receive cardholder alerts, an alert will be sent when suspicious transactions are identified on his or her account and a hold will be placed on the card.

The cardholder will be directed to reply to the alert and verify if the transaction is valid. If the cardholder responds that the transaction is: A) Valid: The hold placed on the account will be removed, and the card will be available for use. B) Fraud: The hold placed on the account will remain, and the cardholder will be directed to contact JPMorgan Chase Cardmember Services by calling the number on the back of his or her PCard.

If fraud is confirmed, the current PCard account will be blocked and a new PCard will be issued. Any transactions marked as fraud will initiate a case to JPMorgan Chase’s Fraud Recovery Team.

2. How are alerts sent?

One or a combination of methods can be chosen to receive alerts: Text, email, and voice

3. What mobile phone carriers can be used?

- AT&T
- Boost Mobile
- Metro PCS
- Sprint
- T-Mobile
- Verizon Wireless
- Virgin Mobile USA

4. When will alerts be sent?

It depends on the method used to send the alert:

Email alerts will be sent 24 hours a day seven days a week. Text and voice alerts will be sent seven days a week between 8 a.m. and 9 p.m. in the time zone in which your mobile phone is registered (CT, ET, MT, or PT). After 9 p.m.,
any alerts that are triggered will be sent at 8 a.m. the following day. The alert distribution will always align to the time zone in which your phone is registered; it will not automatically update when you are traveling.

5. Can alerts be sent by more than one method?

Yes. Cardholders can choose to receive alerts by text, email, voice, or a combination. They can register in up to six different alerts on a single account. For example: Cardholders can choose to receive alerts to their:  
• Work email
• Personal email
• Work mobile phone
• Personal mobile phone
• Work phone, or
• Any combination

6. Is there a benefit to setting up different alert types?

Text and voice alerts occur between 8 a.m. and 9 p.m. local time, so it may be beneficial to set up an additional alert for an email address, as email alerts are sent 24 hours a day.

7. When does registration begin?

Registration has already begun. It is recommended that cardholders enroll as soon as possible so they can take advantage of cardholder benefits.

8. Am I required to provide personal information in response to an alert?

JPMorgan Chase will never require you to send account or personal information by text or email. If you have concerns about the authenticity of any alert, please contact Cardmember Services at the number on the back of your card.

9. What do I do if my phone is lost or stolen?

You can go to the registration website at any time to delete or add alerts for your account.

10. What if I want to opt out of the alerts?

You can go back to the registration website at any time to delete the alerts for which you have registered. Additionally, you can opt out of text alerts by replying ‘STOP’ to an alert.

11. Can my delegate register me for cardholder alerts?
No. This feature is designed for you, the cardholder, to register for alerts on your own account.

12. I don’t have a mobile phone. Can I still participate in the cardholder alert program?

Yes. You also have the option to register an email address and/or a landline phone for cardholder alerts.

13. Will I still receive alerts if I am traveling outside the U.S.?

It depends. If you have signed up for international text messaging with your carrier, then you will receive alerts. Keep in mind that alerts will be sent based on the time zone where your phone is registered, not the country that you’re in at the time. For example, if your phone is registered with a U.S. provider in the central time zone (CT), and you’re in France, text and voice alerts will still be received between 8 a.m. and 9 p.m. CT.

14. What if I am traveling and my card is blocked?

Simply call the number on the back of your card for assistance.