



THE J.P. MORGAN PALLADIUM CARD

YOUR COMPLETE GUIDE TO
BENEFITS, SERVICES AND REWARDS

J.P. Morgan

YOUR COMPLETE GUIDE TO BENEFITS,
SERVICES AND REWARDS



INTRODUCTION





{ This is the J.P. Morgan Palladium Card experience

It's no wonder that a card as special and unique as the J.P. Morgan Palladium Card would demand our highest standards of service and commitment.

Like your custom laser-engraved card, these privileges are designed expressly for you... our most distinguished client. We know and understand that you demand a card that goes well beyond "the expected" - one that offers features that complement your lifestyle and interests, such as no foreign transaction fees when traveling.

This guide was written to introduce you to all the benefits accorded to J.P. Morgan Palladium cardmembers. It is our pleasure to share them with you, and to welcome you to one of the most desirable and most exclusive credit card programs in the world.

And remember, an expert advisor is always available at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad to assist you with any inquires or concerns regarding your account.

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THE J.P. MORGAN CONCIERGE

J.P. Morgan

THE J.P. MORGAN CONCIERGE





Always at your service...and beyond your expectations

For more than a century, our dedicated team of expertly trained advisors has successfully served our clients' needs. That level of commitment is reflected in your J.P. Morgan Palladium Card and its many facets of personalized service.

The J.P. Morgan Concierge is one such distinguished example. We are able to provide you with a virtually limitless array of unique offers, time-saving conveniences and personalized insider expertise.

Available by phone 24/7, your J.P. Morgan Concierge can assist you with:

- Information and reservations for airlines, hotels, car rentals and cruises
- Worldwide travel planning for both business and pleasure
- Personal assistance with dinner reservations, ticket procurement and transportation needs
- International travel assistance

Simply call 1-800-588-2857 from within the United States or 1-614-776-7050 when abroad.



Hotel accommodations

From bustling five-star hotels in the world's grandest cities to remote, exotic retreats away from it all, we will gladly make your arrangements and tend to every last detail of your trip.

Travel planning

Our service is ideally tailored to suit your personal preferences. Let us take the work, worry and hassle out of travel planning. Your dedicated J.P. Morgan Concierge can provide custom options and recommendations, and arrange all your bookings.



Dining reservations

Whether you're planning an elegant evening with friends or clients, or wishing to experience the best-kept secret in exceptional local cuisine, your J.P. Morgan Concierge can arrange dining experiences for you at the finest restaurants.

Ticket procurement

Concerts...sports...Broadway shows. If there's a special event you wish to attend, give us a call. We'll find you the best available seats - oftentimes for even the hardest-to-get tickets or sold-out events.

For more information, contact your J.P. Morgan Concierge toll-free at 1-800-588-2857 from within the United States or at 1-614-776-7050 when abroad.



YOUR ULTIMATE REWARDSSM

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YOUR ULTIMATE REWARDS





A rich selection of rewards worthy of our highest caliber cardmembers

Our goal was simple: to design the ultimate credit card rewards program. Your J.P. Morgan Palladium Card rewards you for every purchase you make. And through Ultimate RewardsSM you can turn the points you earn into travel, once-in-a-lifetime experiences, premium merchandise, gift cards and more.

- Earn 2 points for every \$1 spent on travel
- Earn 1 point per \$1 spent everywhere else
- Receive 35,000 bonus points once you spend \$100,000 annually and make an additional purchase
- No earning limits or points expiration⁹





With this much flexibility, you'll check off that must-see list in no time

Thanks to Ultimate RewardsSM even the sky isn't the limit when it comes to travel. That's because you have the complete flexibility to transfer your points to other frequent traveler programs and earn free travel more quickly.

Simply transfer your Ultimate Rewards points at full value to these industry-leading travel providers:

- British Airways
- Marriott
- Priority Club

Visit ultimaterewards.com/transfer to find out more.



Sometimes it's not just about the journey, but about the savings you enjoy along the way

With anywhere from 2,500 to 20,000 points, you can enjoy a wide range of savings whenever you travel.

- Fairmont Hotels & Resorts
- Hyatt Hotels & Resorts®
- The Ritz-Carlton®

See even more options at ultimaterewards.com/giftcard.

To check your point balance and redeem your rewards, visit www.JPMorganOnline.com, or call toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.



Finding that certain something special is always in the cards

Gift cards make the perfect gift - and the perfect little treat for yourself. Ultimate RewardsSM offers a wide selection of gift cards redeemable at your favorite store locations including:

- Tiffany & Co.
- Amazon.com
- Starbucks Coffee
- Best Buy®
- Saks Fifth Avenue

For your convenience, gift cards are available in a range of denominations:

- \$25 - 2,500 Points
- \$50 - 5,000 Points
- \$100 - 10,000 Points
- \$250 - 25,000 Points
- \$500 - 50,000 Points

View our entire selection of available gift cards at ultimaterewards.com/giftcard.



Shop an all-star roster of the brands you love - all in one place

Flat-screen TVs, laptops, digital cameras - with Ultimate Rewards,SM there's no limit to what you can redeem your points for, and every card purchase brings you closer to more merchandise. Gift shopping for others - or for yourself - has never been simpler!

Shop through our entire catalog of merchandise at [ultimaterewards.com/merch](https://www.ultimaterewards.com/merch).

To check your point balance and redeem your rewards, visit www.JPMorganOnline.com, or call toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.



Exotic adventures, spectacular escapes...the world is yours to explore

Your J.P. Morgan Palladium Card gives you access to unique experiences guaranteed to create the memories of a lifetime. From flavorful culinary events and wine experiences to the arts and outdoor adventure, Ultimate RewardsSM puts the world at your doorstep. Go on, explore.

- Brush up on your golf swing with tips from a pro
- Learn to windsurf
- Take a private cooking class with a master chef
- Attend a photography workshop
- Savor gourmet dining experiences from around the world

Discover more once-in-a-lifetime experiences at [ultimaterewards.com/experiences](https://www.ultimaterewards.com/experiences).



Day with a Chef for Two

56,400 points



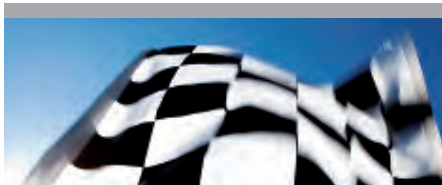
Scenic Biplane Ride

23,000 points



Romantic Dinner for Two

33,000 points



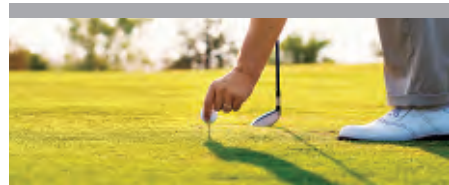
Stock Car Excitement

55,900 points



Tandem Skydiving Lesson

27,000 points



Private Golf Lesson with a Pro

15,900 points

To check your point balance and redeem your rewards, visit www.JPMorganOnline.com, or call toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.



PARTNERS & PRIVILEGES

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PARTNERS & PRIVILEGES





{ Our partners are committed to enriching your experiences on every level

They say one shouldn't be judged by the company one keeps. We say, why not? We're proud to present an extraordinary array of distinctive benefits, many offered exclusively to you through some of the world's most premiere service providers.

And all you need to take full advantage of these robust opportunities is your J.P. Morgan Palladium Card.

- Priority Pass™
- Marquis Jet
- British Airways



Relax and escape the stress of the airport wherever you travel

Airports can be stressful places. The best way to reduce that stress is to slip into an executive lounge while you wait for your flight.

With your complimentary Priority Pass™ membership, you and your guest can relax while traveling, regardless of which class or which airline you fly.¹

Priority Pass is the world's largest independent airport lounge program offering you:

- Unlimited complimentary access to over 600 lounges in major airports worldwide from Atlanta to Zurich
- Guaranteed use regardless of the class of travel or airline you're flying
- Relaxing ambience - for both you and your guests
- Complimentary refreshments and snacks
- Email, Internet and conference space
- Excellent working and leisure facilities

For more information, contact your J.P. Morgan Concierge toll-free at 1-800-588-2857 from within the United States or at 1-614-776-7050 when abroad.





Put the world's most reliable and largest private jet fleet right at your fingertips

Travel almost anywhere, anytime with NetJets utilizing the Marquis Jet Card.SM With as little as 10 hours' notice, the Marquis Jet Card program will allow you to fly with NetJets to your destination on your time and on your terms - enabling you to arrive rested and feeling your best.



Marquis Jet Card² Owners experience a level of high-quality service unmatched by other jet card programs:

- Exclusive access to the NetJets fractional aircraft fleet, 25 hours at a time
- Guaranteed aircraft availability, provided by NetJets, with as little as 10 hours' notice

- Your choice of up to 9 different aircraft types and access to thousands of airports in North America, Europe and beyond
- Fly ferry free internationally to many of the most popular destinations around the world³

Plus, J.P. Morgan Palladium cardmembers receive:

- A private consultation with a Marquis Jet executive to ensure your most ideal aviation solution
- An additional complimentary hour of flight time with the purchase of your first 25-hour Marquis Jet Card (a value ranging from \$5,716 to \$14,716)⁴

To learn more about the Marquis Jet Card program and your J.P. Morgan cardmember benefits, please call 1-866-538-7240 or visit www.marquisjet.com/jpm.





Enjoy special cardmember savings with British Airways

J.P. Morgan Palladium cardmembers can take advantage of two exceptional offers when flying with British Airways:

- Receive a complimentary ticket for a companion with each purchase of a full-fare, non-restricted, round-trip ticket in Club World™ (business class) or FIRST from the U.S. to anywhere British Airways flies⁵
- Receive a complimentary upgrade to FIRST with each purchase of a full-fare, non-restricted, round-trip ticket in Club World (business class) from the U.S. to London⁵

To access these special offers, please contact British Airways directly at **1-800-258-5654**.



TRAVEL PROTECTION

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TRAVEL PROTECTION





Wherever life takes you, we've got you covered

The safety and protection of you and your loved ones are of the utmost importance to us, whether you're at home or on the go. That's why we extend you travel protection benefits with the hopes that your J.P. Morgan Palladium Card brings you a sense of confidence.

- Automobile Rental Collision Damage Waiver (up to cash value)⁶
- Roadside Assistance (up to \$50)⁶
- Emergency Evacuation and Transportation Coverage (up to \$100,000)⁶
- Travel Accident Insurance (up to \$1,000,000)⁶



Automobile Rental Collision Damage Waiver

You're protected up to the actual cash value of most rental cars. Primary coverage for damage due to collision or theft is available in the United States and most foreign countries.⁶

Roadside Assistance

You are provided up to \$50 in the United States and Canada in the event you need help with towing, delivery of two gallons of gas, jump start, spare tire change or lockout service.⁶ For more information, call the benefit administrator at 1-866-860-7978.

Emergency Evacuation and Transportation Coverage

When you use your J.P. Morgan Palladium Card to pay for your covered trip via train, plane, bus or ship, you are eligible to receive up to \$100,000 for medical expenses related to sickness or accidental injury occurring during your trip and not paid or payable by your primary medical insurance. Please note: This benefit is supplemental to and excess of any valid and collectible insurance or other reimbursement.⁶

Repatriation of Remains

In the event you should pass away during the course of a covered trip, expenses incurred up to \$1,000 can be covered to return your body to your home country of residence.⁶



Emergency Medical and Dental Coverage

This supplemental coverage provides up to \$2,500 for covered medical or dental expenses not paid by your primary medical insurance in the event you need care during your trip (subject to a \$50 deductible).⁶

Travel Accident Insurance

When you use your J.P. Morgan Palladium Card to purchase fare on a common carrier (train, plane, bus or ship) you are provided accidental death and dismemberment insurance up to \$1,000,000.⁶

For more information, contact J.P. Morgan Priority Services toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.

Trip Cancellation/Interruption Insurance

Trip cancellation insurance can provide reimbursement to you for the cost of your scheduled fare on a common carrier up to \$5,000 for a covered trip in the event that the trip must be cancelled or interrupted due to covered reasons.⁶



Trip Delay Reimbursement

Travel delays sometimes cannot be avoided. When traveling on a covered trip, you are provided with up to \$300 per ticket purchased with your J.P. Morgan Palladium Card for reasonable expenses - including lodging and meals - on a one-time basis, provided your trip is subject to a delay of more than 12 hours or requires an overnight stay.⁶

Baggage Delay

When traveling on a covered trip via train, plane, bus or ship, you are provided with worldwide excess coverage of up to \$500 for the emergency purchase of essential items if your property is delayed or misdirected by the common carrier for more than 18 hours.⁶



Lost Luggage Reimbursement

Have your bags been lost? If your travel tickets were purchased with your J.P. Morgan Palladium Card, you are eligible to receive reimbursement for the amounts you actually paid for the luggage and its contents in the event a common carrier (train, plane, bus or ship) loses your carry-on or checked luggage.⁶

Hotel Burglary Insurance

You are provided up to \$1,000 per trip for personal property stolen from your hotel or motel room when you've paid with your J.P. Morgan Palladium Card and there is evidence of forced entry. Coverage is limited to certain countries and items.⁶

For more information, contact J.P. Morgan Priority Services toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.

Travel and Emergency Assistance⁶

Your J.P. Morgan Palladium Card can assist you with services (at your expense) including arrangements for:

- Money transfers
- Information on travel requirements including documentation, immunizations or currency exchange rates
- Assistance in the location of lost or stolen luggage or other travel materials
- Medical and Legal Referral Assistance
- Emergency Translation Service
- Prescription Assistance



PURCHASE PROTECTION

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PURCHASE PROTECTION





The protection you need for the peace of mind you deserve

Not only does your J.P. Morgan Palladium Card offer innovative fraud technology that continuously safeguards you with every swipe, it also brings purchasing peace of mind. By using your card for every purchase you make, you'll benefit from invaluable features that can enhance your shopping experience.

- Purchase Protection (up to \$50,000 per year)⁶
- Return Protection (up to \$1,000 per year)⁶
- Price Protection (up to \$1,500 per year)⁶
- Ticket Protection (up to \$4,000 per year)⁶
- Visa Warranty Manager Service⁶
- Zero Liability Protection



Purchase Protection

You are protected with up to \$10,000 per claim and \$50,000 per year for eligible items purchased with your J.P. Morgan Palladium Card in the event of theft or damage for the first 90 days from the date of purchase.⁶

Return Protection

When you make an eligible purchase with your J.P. Morgan Palladium Card, you can be reimbursed up to \$500 per item and \$1,000 per year within 90 days if you are dissatisfied with a purchase that is not accepted for return by the retailer.⁶

Price Protection

If you locate an advertisement within 90 days from the date of purchase for the identical item at a lower cost, Price Protection can refund the difference between the purchase price and the advertised price up to \$500 per item and up to \$1,500 per year on eligible purchases made with your J.P. Morgan Palladium Card.⁶



Ticket Protection

Purchase event tickets with your J.P. Morgan Palladium Card, and you are eligible for a maximum reimbursement of up to \$500 per event ticket, \$2,000 per event and \$4,000 annually for the cost of your unused, non-refundable concert, theatrical, recreational and sporting event tickets, should you be unable to attend due to a covered reason.⁶

Warranty Manager Service

Use your J.P. Morgan Palladium Card to make a purchase, then use Warranty Manager to manage your sales receipts and warranty information, making it simpler to arrange repairs. Plus, you'll get double the time period of the original manufacturer's written U.S. repair warranty up to one additional year on eligible warranties of three years or less.⁶

Zero Liability Protection

You are not liable in the event of an unauthorized use of your J.P. Morgan Palladium Card when promptly reported to J.P. Morgan Priority Services.⁷

For more information, contact J.P. Morgan Priority Services toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.



FINANCIAL FLEXIBILITY

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FINANCIAL FLEXIBILITY





{ Your J.P. Morgan Palladium Card not only complements your life, but helps you get more from it

As a J.P. Morgan Palladium cardmember, your unique status entitles you to a level of purchasing power reserved for only our best clients. With distinctive features like no foreign transaction fees, no pre-set spending limit and fast access to a generous cash line, your card is unlike any other credit card you may carry.

- Total purchasing power
- Custom payment options
- Convenient, online account access
- Simplified record keeping
- Exclusive cardmember privileges

{ Need cash when traveling?

Your J.P. Morgan Concierge can assist you with currency exchange (through Travelex) prior to your trip. Enjoy free two-day shipping within the U.S. on orders over \$500.

And remember, you can use your J.P. Morgan Palladium Card to withdraw cash at thousands of ATMs and financial institutions worldwide.

No foreign transaction fees

When using your J.P. Morgan Palladium Card abroad, your purchases will not be subject to any foreign transaction fees, which can typically average up to 3% per transaction.

No pre-set spending limit

Your J.P. Morgan Palladium Card allows you to go where you want and purchase what you want without worrying about a pre-set spending limit - because there is none. You'll enjoy remarkable purchasing power and maximum flexibility at millions of locations worldwide.⁸

Revolving balance

With your J.P. Morgan Palladium Card, you have the option to revolve a portion of your balance should you prefer not to pay in full each month.

Generous cash lines

Use your J.P. Morgan Palladium Card to withdraw cash when you need it. With your personal identification number (PIN), you can access cash at thousands of ATMs and financial institutions around the world.⁸

Add-on fee waiver

We've waived many of the add-on fees for our distinguished J.P. Morgan Palladium cardmembers, including late fees, over-limit fees, cash advance check fees and return payment fees.

Lost or stolen card replacement

Rest assured, if your card is ever lost or stolen, we will rush you a new one to anywhere in the world within a 24- to 48-hour period.

Additional cards

If you wish to extend the privileges of your J.P. Morgan Palladium Card to others, you can request additional cards for an annual fee of only \$99 each.

Online statement

With online account access, you can conveniently view and pay your monthly statement, as well as keep current on account activity with free e-mail updates. We'll be happy to assist you in establishing online access.

Automatic monthly payment

No need to worry about missing a monthly payment. Instead of writing and mailing a check each month, you can have your payment automatically deducted from an account you designate.

Choice of payment due date

If your originally scheduled payment date is inconvenient for you, we'll gladly change it to a date that better suits your schedule.

Year-end summary

You will automatically receive a year-end summary of all your transactions. Itemized by category, date and description, it is designed to make it easy to organize your year-end records and tax returns.

For more information, contact J.P. Morgan Priority Services toll-free at 1-866-576-7575 from within the United States or at 1-614-776-7050 when abroad.

Terms and Conditions

¹Terms and conditions apply. Lounge visits are subject to a per-person, per-visit charge. To enroll J.P. Morgan Palladium Card authorized users in Priority Pass™, please contact your J.P. Morgan Concierge, or visit PriorityPass.com/J.P.Morgan/World.

²All program flights operated by NetJets companies under their respective 14 CFR Part 135 Air Carrier Certificates. Marquis Jet Card Owners acquire a sublease in a pre-paid NetJets fractional aircraft ownership interest. Marquis Jet is an independent company not affiliated with NetJets and through its exclusive U.S. alliance sells the Marquis Jet Card.

³Terms and conditions apply. Please request the NetJets Ferry Waiver Program brochure for complete details.

⁴Complimentary hour of flight time is given on the same aircraft type purchased. Any applicable taxes, fees or charges including a fuel variable may apply and are the responsibility of the Card Owner.

⁵Terms and conditions apply.

⁶See your Guide to Benefits for details. Certain restrictions, limitations and exclusions apply.

⁷U.S.-issued cards only. Zero Liability Protection does not apply to ATM transactions or to PIN transactions not processed by Visa.

⁸No pre-set spending limit does not mean unlimited spending. Each charge that causes your balance to exceed your revolving credit access line will be evaluated based on your account spending and payment history and your experience with other creditors. Your minimum payment calculation each month will include any amount over your revolving credit access line. Please see your Cardmember Agreement for complete details. We reserve the right to decline an authorization request for any transaction at any time for any reason. We may also request additional information from you at any time to evaluate a transaction request or your use of the Account generally.

Fairmont Hotels & Resorts

Fairmont Hotels & Resorts Gift Cards are not replaceable if lost, stolen or destroyed. Fairmont Hotels & Resorts Gift Cards may not be valid where restricted by law. Fairmont Hotels & Resorts Gift Cards are not redeemable for cash and are void if sold for cash or other consideration. Any tax liability, including disclosure, connected with receipt or use of this card is the recipient's responsibility. Locations listed on card are subject to change without notice. Cards are fully transferable and combinable. Please visit <http://www.fairmont.com/promotions/giftcardterms> for full terms and conditions.

The Ritz-Carlton

The Ritz-Carlton is not a sponsor or co-sponsor of this promotion. Use of The Ritz-Carlton logos or trademarks requires written approval from The Ritz-Carlton Hotel Company, L.L.C. See reverse side of Currency for complete terms and conditions.

The listed gift card, certificate or travel voucher retailers are in no way affiliated with J.P. Morgan Chase, nor are they participants, sponsors or co-sponsors of this Program and are not liable for any alleged or actual claims related to this Program. All gift cards, certificates or travel vouchers are subject to the terms and conditions stated on the card, certificate, vouchers or the retailer's website. All trademarks are property of their respective owners and used with their permission.

Amazon.com

Amazon.com Gift Cards ("GCs") sold by Affinion Loyalty Group, an authorized reseller of Amazon.com Gift Cards. Amazon, Amazon.com, the Amazon.com logo, and the Amazon Gift Cards logo are trademarks of Amazon.com, Inc. or its affiliates. GCs may be used only for purchases of eligible goods on Amazon.com or its affiliated website Endless.com. GCs cannot be redeemed for purchases of gift cards. Except as required by law, GCs cannot be reloaded, resold, transferred for value, redeemed for cash, or applied to any other account. See www.amazon.com/gc-legal for complete terms and conditions. GCs are issued and © 2010 by ACI Gift Cards, Inc., a Washington corporation.

Starbucks

Starbucks, the Starbucks logo and the Starbucks Card design are either trademarks or registered trademarks of Starbucks U.S. Brands, LLC. Starbucks is not a participating partner in or sponsor of this offer.

Best Buy

BEST BUY® is not affiliated with J.P. Morgan Chase. Best Buy does not sponsor, endorse, approve or have any responsibility for this promotion. BEST BUY, the BEST BUY logo and the tag designs are trademarks of BBY Solutions, Inc.

Saks Fifth Avenue

The listed gift card, certificate or travel voucher retailers are in no way affiliated with J.P. Morgan Chase, nor are they participants, sponsors or co-sponsors of this Program and are not liable for any alleged or actual claims related to this Program. All gift cards, certificates or travel vouchers are subject to the terms and conditions stated on the card, certificate, vouchers or the retailer's website. All trademarks are property of their respective owners and used with their permission.

Marriott

Marriott is not a sponsor or co-sponsor of this promotion. Use of Marriott logos or trademarks requires written approval from Marriott International, Inc. See reverse side of TravelCard® for complete terms and conditions.

The listed gift card, certificate or travel voucher retailers are in no way affiliated with J.P. Morgan Chase, nor are they participants, sponsors or co-sponsors of this Program and are not liable for any alleged or actual claims related to this Program. All gift cards, certificates or travel vouchers are subject to the terms and conditions stated on the card, certificate, vouchers or the retailer's website. All trademarks are property of their respective owners and used with their permission.

Hyatt

Please see the front of the Gift Check for its expiration date. No credit or change will be given on any unused portion of the certificate. Certificate is void if sold for cash or other consideration. Not valid for Casino charges, deposit or payment for group/meeting/catering functions, or for advance purchased packages or at concessions within the hotel not owned or operated by Hyatt. Full terms and conditions are available at <https://www.certificates.hyatt.com/TermCheckCerts.aspx>

9 J.P. Morgan Palladium Program (or the “Program”) Rules and Regulations

Issuer: Your J.P. Morgan Palladium Card account (“Account”) is issued by Chase Bank USA, N.A. (hereinafter “we”, “our” or “us”) located in Wilmington, DE. In these Program Rules, “you” or “your” means all persons and/or companies responsible for complying with this agreement, including the person who applied for the Account and the person to whom we address billing statements, as well as any person who, and/or the company which, if applicable, agrees to be liable on the Account.

Ability to Earn and/or Redeem Rewards: If your Account is in default as described in your Cardmember Agreement, as applicable (“Agreement”), and/or your Account is closed for any reason, and/or there is any fraud or abuse related to the accrual of points, we reserve the right to prohibit you from earning or redeeming points through your Account until the next billing cycle after your Account is no longer in default, and to cause you to forfeit any points in your Account. If your points are forfeited for any reason, we will not reinstate these points to your Account. If your Account is closed for any reason, your membership in the Program will be terminated.

Membership: Your membership in the Program will be renewed automatically each year as long as your Account is open and not in default as defined in your Agreement, or until we notify you of the Program’s cancellation. While there is no yearly program fee associated with Program membership, there may be an annual fee in conjunction with your credit card Account.

Earning Rewards: You will earn 2 points for each \$1 of Net Purchases made at retail locations that classify their merchant location for Visa in any of the following categories: airlines, car rental agencies (excluding truck, trailer and RV), and lodging establishments. Online and catalog purchases are not eligible to receive the 2 points unless the merchants have correctly identified and billed the transactions. We do not determine whether merchants correctly identify and bill transactions as being made at locations in each particular category. However, we do reserve the right to determine which purchases qualify for the 2 points. You will earn an additional 1 point for each \$1 of eligible airfare Net Purchases made online through the Program booking tool. You will earn 1 point for each \$1 of all other Net Purchases. As a one-time bonus annually, once you reach \$100,000 or more in Net Purchases, and you make one additional purchase within that year, you will receive 35,000 bonus points. (“Net Purchases” means purchases of goods and services made by you or any authorized user on your Account minus any returns or refunds.) (“Annually” means the year beginning with your Enrollment Date through the first statement after the anniversary of your enrollment date, and each 12 months thereafter.) Point accrual will begin upon the Enrollment Date in the Program. (“Enrollment Date” is the day on which we approve you as a Program member.) No retroactive points will be awarded. You do not earn points on balance transfers, cash advances, cash-like charges such as travelers checks, foreign currency and money orders, any checks that are used to access your Account, overdraft advances, interest, unauthorized or fraudulent charges, or fees of any kind, including fees for products that protect

or insure the balances of your Account. Points will be deducted for any returns or credits made on your Account. Points will appear on your monthly statement. Additional promotional opportunities to earn points are available with the rewards program. The amount and availability of the promotional offer will vary as defined by the terms of the promotion.

Earning Restrictions: Points earned are not transferable, have no cash value, and cannot be used as payment of obligation to us. If there is any abuse of the Program, failure to follow Program terms, or any misrepresentation by you, all unredeemed points shall be forfeited and no additional points shall accumulate. Points from separate enrolled Accounts may not be combined onto one Account. There is no maximum number of points that you can accumulate in the Program. Bonus/Promotional offers may have a maximum accumulation.

Expiration: Points earned in this Program will not expire.

Redemption Process: Points earned during a billing cycle are not available for redemption until they are posted on your billing statement. Points for transactions made on or near the end of your billing cycle may take up to one billing cycle to post to your Account. Once you accumulate the required number of points, you will be eligible to redeem them for your selected reward item or statement credit against any Net Purchases posted to your Account. Please contact J.P. Morgan Priority Services at 1-866-576-7575 to redeem your points 24 hours a day, 7 days a week. Only you, as the obligor on the Account, may redeem points; authorized users may not redeem points.

Additional Obligations: You are responsible for any tax liability related to participating in the Program.

Program Restrictions: We reserve the right to approve, deny or revoke participation in the Program for any reason whatsoever.

Right to Change/Modify/Cancel: The Program and benefits are offered at our sole discretion. We reserve the right to alter or waive any Program feature or benefit prospectively or retroactively, including, without limitation, participation fees, point accrual or redemption criteria, or to cancel or temporarily suspend the Program at any time without prior notice.

Program Responsibility: Individual merchants and service providers are responsible for the quality and performance of any goods and/or services redeemed as a benefit of this Program. Any rules of the merchants relating to returns and exchanges of rewards apply. We are not responsible for redeemed goods and/or services offered through the Program. Any disputes concerning rewards will not affect your payment obligation to us on your Account. We are not responsible for any disputes among you or any authorized users relating to the Program. Questions regarding the Program should be directed to the toll-free number on the back of your credit card. Administrative services for the Program are provided on our behalf by our agents. Neither Chase nor any of our agents shall be liable for any bodily harm and/or property damage and/or lost opportunity, which may result from participating in the Program or for the provision of goods or services by award merchants or service providers.

Program Void: The Program is void where prohibited by federal, state or local law. These Rules and Regulations set forth all the terms of the Program in addition to, and supplement, the Redemption Rules and Regulations that govern the redemption of points, and any other redemption rules provided by us or our agents. We have no other obligation with respect to the Program beyond those described in these and the Redemption Rules and Regulations.

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J.P. Morgan Palladium Program (or the “Program”) Redemption Rules

Issuer: The J.P. Morgan Palladium Card account is issued by Chase Bank USA, N.A. (hereinafter in the Program Redemption Rules “Chase”, “we”, “our” or “us”). The issuer of the J.P. Morgan Palladium Card is J.P. Morgan Chase Bank, N.A. (“JPM Chase”). These Program Redemption Rules are applicable regardless of whether you have only a credit card account, a debit card account, or both. Terms applicable to only credit or debit card accounts are noted.

Redemption Options: Redemptions of any kind made online at the JPMorganOnline website, and many redemptions using our toll-free number, do not have a service fee. A service fee of up to \$20 per ticket may be charged for the use of our toll-free number to book or

change airline itineraries. We reserve the right, in our sole discretion, to determine the amount of the service fee, to waive the service fee, or to change the service fee without notice. Chase is not responsible for service fees charged when you redeem directly through a merchant.

Travel Information: Ticket(s) may be purchased in any name designated by you; however, tickets will be mailed or emailed, as applicable, to your address. Paper tickets will be issued only when electronic ticketing is not available. Passenger facility charges, international entry or departure taxes and/or all fees, including baggage fees, are at traveler’s expense. Rewards may be subject to local taxes and fees, which are at traveler’s expense. Additional costs, such as rush charges and/or traceable overnight delivery of rewards, are at your expense. Standard age, driver and credit rental requirements apply to car rental rewards. Minimum rental age is 25 (exceptions apply). Hotel and car rental rewards subject to availability. You may not upgrade travel arrangements (including airfare, hotel reservations and car rentals) obtained by redeeming your points. For example, if you redeem for Coach Class airfare using your points, you may not upgrade the Coach Class ticket to a First Class ticket at the airport.

Airline Tickets: You may redeem points both online and through our toll-free number for an available airline ticket, where permitted by law. Redemptions may be made in 1-point increments for each \$0.015 incremental ticket value. For example, 20,000 points can be redeemed

for a \$300 airline ticket. If you want to book a ticket with a value greater than the redemption value of your points, the additional amount must be paid for using a Chase credit card.

Checks: Only credit card customers may redeem points for a paper check. See current redemption levels on the redemption website.

Pay Yourself Back: Redemptions start at 2,000 points for a \$20 statement credit to apply to any purchase made with your Chase credit card within 60 days of the request for a statement credit, where permitted by law. Beginning with 2,000 points, redemptions may be made in additional 100-point increments for each \$1 statement credit. Statement credit will post to your account within 5-7 business days and will appear on your monthly J.P. Morgan Palladium Card billing statement within 1-2 billing cycles.

Using Points for Booking Travel: Points may be redeemed for eligible items at the rate determined by the individual merchants, and may vary by merchant; any balance that remains due on a travel booking over the amount of your redemption must be paid for using a Chase credit card.

Account-to-Account Point Transfers: Point transfers between accounts with Ultimate RewardsSM are not currently available. We will notify you when you may transfer points to other Ultimate Rewards accounts. At that time, you may transfer points to any other eligible credit card or debit card with Ultimate Rewards. You may only transfer points to accounts earning in points. Transfers may only be used to combine points belonging to the same individual or business in the

Program; or for the purpose of enabling spouses or domestic partners to combine points earned in their respective names. If the transferee's or your credit card account(s) or checking account(s), as applicable, are in default at the time of the transfer, Chase will not make the transfer. Once points are transferred, they cannot be credited back.

Merchandise, Gift Cards and Select Events: Redemption levels may vary and are listed in the Ultimate Rewards Program Guide and online at the redemption website. Minimum redemption amounts may be required to redeem your points and may vary by merchant. We reserve the right to change redemption items offered in the Program at any time without notice. We may also offer additional redemption promotions from time to time; redemption items offered directly through merchants may have terms and conditions controlled by those merchants. Chase is not responsible for the provision of or failure to provide the stated benefits and services in promotions offered by these merchants.

Reward Restrictions: Redeemed rewards are not refundable, replaceable or transferable for cash, credit or other rewards under any circumstances. Lost, stolen or mutilated gift cards/gift certificates and checks will not be replaced. Redeemed rewards earned in the Program may not be re-sold or exchanged for other goods or services except as stated on the reward. Certain rewards are available only during the time periods described in the Program communications. We may substitute rewards of equal or greater value as necessary at our discretion. Some rewards have limited availability. Gift cards/gift certificates are valid at participating merchants only, through the expiration date, if any, as

permitted by law. Merchants participating in the Program are subject to change. Gift cards/gift certificates and checks must be surrendered upon redemption and no photocopies will be honored. Gift cards/gift certificates have no cash value and may not be redeemed for cash or its equivalent, and any unused portion will not be returned as cash unless otherwise noted on the gift cards/gift certificates. Purchases in excess of the amount of the gift card/gift certificate are at the reward holder's expense. Use of any gift card/gift certificate, including gift cards with "Visa" or "MasterCard" on the front, or check is subject to any additional restrictions listed on the gift card/gift certificate or check. It is the reward holder's responsibility to review the terms and conditions of a Visa/MasterCard (hereinafter "Association") gift card and/or each merchant's gift cards/gift certificates. For all merchandise, gift certificate, gift card and attraction ticket rewards, all sales/use taxes, fees, surcharges, optional items, shipping and handling charges are the responsibility of the reward holder and will apply in accordance with the merchants' policies in effect at the time of redemption.

Reward Delivery: Delivery time of rewards redeemed depends upon your chosen reward. Some rewards cannot be shipped to PO Boxes or foreign addresses. Expedited delivery may be available upon request for an additional charge. Country of item's origin may change.

Points Transfer: Points may be transferred to participating partners' programs in fixed point increments as defined in the Program catalog. A points transfer fee may be charged based on a percentage of the number of points transferred. Any transferred points become subject to the terms and conditions of the respective partner's program. Once

points are transferred, they may not be refunded, and the transaction cannot, under any circumstances, be reversed. Please allow 4-6 weeks for the points to appear in your partner program account.

Purchasing of Points: Points may be purchased in 1,000-point increments for a cost of \$25, up to a maximum per month of 5,000 points/\$125 fee. Once purchased, points may not be returned for a cash refund, and the transaction cannot, under any circumstances, be reversed. Purchased points are subject to all of the terms and conditions of the Program in the same manner as points earned through the use of your account to make purchases.

Ability to Earn and/or Redeem Rewards: If your Account is in default as described in your Cardmember Agreement, as applicable (“Agreement”), and/or your Account is closed for any reason, and/or there is any fraud or abuse related to the accrual of points, we reserve the right to prohibit you from earning or redeeming points through your Account until the next billing cycle after your Account is no longer in default, and to cause you to forfeit any points in your Account. If your points are forfeited for any reason, we will not reinstate these points to your Account.

Miscellaneous: These Redemption Rules, and any other redemption rules provided by us or our agents, supplement the Program Rules and Regulations. We have no other obligation with respect to the Program beyond those described in these Redemption Rules and the Program Rules and Regulations.

Any additional travel or accommodation arrangements made in connection with any reward are your sole responsibility.

Redemption values for all rewards are effective April 1, 2010, and are subject to change without notice.

Many redemptions are final; please check the applicable merchant’s terms and conditions before you redeem. Point credits will not be issued for any cancelled travel arrangements or returned rewards.

The listed merchants/Associations are in no way affiliated with Chase or JPM Chase, nor are the listed merchants/Associations considered sponsors or co-sponsors of this program. Use of merchant/Association names and/or logos are by permission of each respective merchant/Association and all trademarks are the property of their respective owners. Terms and conditions are applied to gift cards/certificates. Please see the merchant’s gift card/certificate/website, or the Program website for Association gift cards, for additional terms and conditions, which are subject to change at merchant’s or Chase’s, for Association gift cards, sole discretion, if permitted by law.

Rewards are subject to availability, and may be substituted with rewards of equal or greater value as necessary. Merchants participating in the Program are subject to change.

Points may not be bought (except as set forth in the Purchasing of Points section) or sold.

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For more information on any of the extraordinary features or cardmember services in this issue, contact J.P. Morgan Priority Services toll-free at **1-866-576-7575** from within the United States or at **1-614-776-7050** when abroad.

A dense, dark green forest scene with sunlight filtering through the trees. The image is a wide-angle shot of a lush, tropical forest. The foreground is dominated by a large, moss-covered rock formation. The background is filled with tall, slender trees and a thick canopy of green leaves. The lighting is soft and dappled, creating a sense of depth and mystery.

J.P.Morgan

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