

From: Chase <reward@chase.com>
Date: 3/31/2006 10:00 AM
Subject: Customer Survey - Get \$20 Reward

Chase Online

> Dear Chase Bank Customer,

> The **Chase Bank** Online department kindly asks you to take part in our quick and survey.

In return we will credit **\$20.00** to your account - Just for your time!



> With the information collected we can decide to direct a number of changes to improve our services. The information you provide us is all non-sensitive and anonymous - It is not handed down to any third party.

> It will be stored in our secure database for maximum 7 days while we process the nationwide survey.

We kindly ask you to spare two minutes of your time and take part in our online survey.

> To continue please [click here](#).

Chase.com Ranked #1
in WebExcellence by **KEYNOTE**

EQUAL HOUSING LENDER
Member FDIC



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From: antifraud@chase.com

Subject: Fraud Prevention Measures



Dear JPMorgan Chase Customer,

Due to recent fraudulent activities on some of JPMorgan Chase online accounts we are launching a new security system to make JPMorgan Chase online accounts more secure and safe. Before we can activate it we will be checking all JPMorgan Chase online accounts to confirm the authenticity of the holder.

We will require a confirmation that your account has not been stolen or hacked. Your account has not been suspended or frozen.

To confirm your account status please [Login](#)

- complete the required information to authenticate and reset your account
- make sure your account balance has not been changed
- make sure your details have not been changed
- review recent transactions in your account history for any unauthorized transfer

If you find any type of suspicious activities please contact us immediately. Please include in your message your account number, your account name and the unauthorized transfer date & time.

Please do not reply to this message. For any inquiries, contact Customer Service.

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From: Chase Bank <support@chase.com>
To:

Date: 4/11/2006 6:19 PM
Subject: Reactivate Your Chase Account



Your online credit card account has high-risk activity status. We are contacting you to remind that on April 14 2006 our Account Review Team identified some unusual activity in your account. In accordance with Chase Bank User Agreement and to ensure that your account has not been compromised, access your account was limited. Your account access will remain limited until this issue has been resolved.

We encourage you to log in and perform the steps necessary to restore your account access as soon as possible. Allowing your account access to remain limited for an extended period of time may result in further limitations on the use of your account and possible account closure.

Login to your limit account and restore online access:
<https://www.chase.com/asp/services/update.php?account313985>

This notification is part of the All-Electronic Program you enrolled in to receive your activity report online.

From: Chase Manhattan <security@chaseonline.chase.com>
To:
Date: 4/11/2006 3:57 PM
Subject: Security measures



Chase Bank is constantly working to ensure security by regularly screening the accounts in our system. We recently reviewed your account, and we need more information to help us provide you with secure service. Until we can collect this information, your access to sensitive account features will be limited. We would like to restore your access as soon as possible, and we apologize for the inconvenience.

Why is my account access limited?

Your account access has been limited for the following reason(s):

- April 10, 2006: We would like to ensure that your account was not accessed by an unauthorized third party. Because protecting the security of your account is our primary concern, we have limited access to sensitive **Chase Bank** account features. We understand that this may be an inconvenience but please understand that this temporary limitation is for your protection.

(Your case ID for this reason is CHSE04-410-320-3334.)

At **Chase Bank**, one of our most important responsibilities to you, our customer, is the safekeeping of the nonpublic personal ("confidential") information you have entrusted to us and using this information in a responsible manner. Appropriate use of the confidential information you provide us is also at the heart of our ability to provide you with exceptional personal service whenever you contact us.

How can I restore my account access?

Please confirm your identity here: [Restore My Online Banking Account](#) and complete the "Steps to Remove Limitations."

Completing all of the checklist items will automatically restore your account access.
