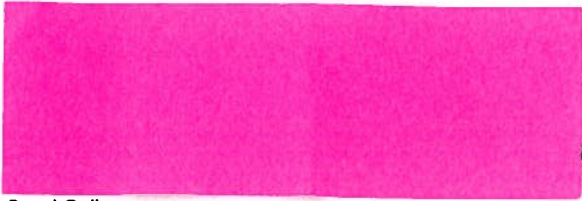


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October 25, 2011



Carol Saller



Please respond to update your preference for receiving offers by mail from Chase.

Dear Carol Saller:

Currently, our records indicate that you are not being mailed any offers from Chase and we wanted you to know we are continually developing new products and services that may be of interest to you. We are updating our prospective customers' preferences for receiving these mailings. We want to be sure that you know about available offers and that you have the opportunity to consider them.

Please completely fill in the ovals below next to the Chase product and service offers you do not want to receive by mail:

- Auto and Vehicle Financing**
(New and Used Vehicles)
- Credit Card**
(New Offers)
- Education Loans**
(Private Student Loans)
- Home Equity & Mortgage**
(Real Estate Financing)
- Annuities and Insurance**
(Annuity and Insurance Products)

- Investments**
(Investment Products)
- Personal Banking**
(Checking, Savings, Certificates of Deposit, Personal Loans)
- Business Banking**
(Checking, Savings, Credit, Cash Management, Online Services)
- Value Added Products and Services**
(Promotional Services like Identity Theft Solutions, Service Warranties, Roadside Assistance, Other Offers)

Please respond by 12/15/2011. If you do not respond, you may begin to receive offers in the mail about these products and services. There are three easy ways to respond with your preferences:

1. **Online:** Visit www.dnmoptions.chase.com; enter your reference id located at the bottom right hand corner, and your name and address exactly as it appears above so we properly record your choices.
2. **Mail:** Completely fill in the ovals; after signing and dating below return this letter to us in the pre-paid enclosed envelope.
3. **Fax:** Completely fill in the ovals; after signing and dating below fax it to us toll-free at 1-877-547-6383.

Signature: _____ **Date:** _____

Responding to this letter will ensure that the mailing options you select will remain in effect for five years after we receive your request. After five years, or if you move to a new residence, you'll need to renew all of your mailing options.

We appreciate your response and look forward to the opportunity to serve your financial needs.

Sincerely,

Deb Walden
Executive Vice President
Cardmember Experience



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