Accessing JPMorgan’s Website and Call Center

Using the Website –

Go to the website: https://retirementlink.jpmorgan.com/participant/

To get started click on the “Register” button, then follow the steps below:

- Select the “I don’t have my PIN”
- Enter your SSN, Zip code, Last Name, Date of Birth, and numeric portion of your Street Number
- Once you have entered your above information you will be shown the below screen shots.
  - If we have been provided with your e-mail address or telephone number you will be prompted to select how you want to receive your verification code. After you receive your verification code you will be asked to enter it in the next screen (Enhanced security).

INFORMATION ALREADY IN SYSTEM

- If we have not been provided with your e-mail address or telephone number you will be prompted to call our call center so you can provide us with this missing information. After you provide us with the missing information, you will need to return to the website and follow the above system procedures steps.

EMAIL OR PHONE NUMBER NOT IN SYSTEM

Something is missing

We need some additional information to complete your registration. Please contact a Participant Services Representative to continue.
Problems Accessing the Website –
If you are experiencing problems accessing the website, you may be able to resolve the issue by doing the following:

- Refresh browser
- Clear the browser’s cookies
- Use Google Chrome browser
- You cannot copy and paste the website link into your browser as this will cause an issue logging in

Using the Call Center –
If you would like or need to speak to a Call Center Representative follow the steps below:

- Call the Call Center at 855-576-7526
  - At the first prompt say Representative, do not enter your SS#
  - At the next prompt say Representative
  - Then at the next prompt say No

Please note – the Call Center Representative will need to go through an authentication process with you to ensure you are a participant in the plan.

The authentication process will include the following:

- Your authorization to send you a text message
  - By providing your cell phone number, you are authorizing JPMorgan to validate your phone information and billing information with your cell phone carrier for the sole purpose of verifying your identity
- As part of the verification, JPMorgan may need to access public and proprietary sources including your cell phone carrier (as listed above), and this process may also include pulling information from the credit bureaus for your personal credit profile and non-financial data. The information we are gathering from the credit bureaus is for authentication purposes only and will not affect your credit or credit score.

This document is a general communication being provided for informational purposes only. It is educational in nature and not designed to be a recommendation for any specific investment product, strategy, plan feature or other purposes. By receiving this communication you agree with the intended purpose described above. Any examples used in this material are generic, hypothetical and for illustration purposes only. None of J.P. Morgan Asset Management, its affiliates or representatives is suggesting that the recipient or any other person take a specific course of action or any action at all. Communications such as this are not impartial and are provided in connection with the advertising and marketing of products and services. Prior to making any investment or financial decisions, an investor should seek individualized advice from a personal financial, legal, tax and other professional advisors that take into account all of the particular facts and circumstances of an investor’s own situation.

Certain recordkeeping and administrative services for plans may be provided on behalf of JPMorgan Invest Holdings LLC (J.P. Morgan) by FASCore, LLC (FASCore). Securities transactions are effected by an affiliate of FASCore: GWFS Equities, Inc. (GWFS), a registered broker-dealer and member of FINRA/SIPC. Representatives of GWFS are not registered investment advisors and cannot offer financial, legal or tax advice. GWFS and FASCore are independent entities and are not affiliated with J.P. Morgan. If retirement brokerages services are available in the Plan, those services are offered by Charles Schwab & Co., Inc. (Schwab). Schwab receives fees for providing these services and is not affiliated with J.P. Morgan, FASCore or GWFS.

J.P. Morgan Asset Management is the marketing name for the asset management business of JPMorgan Chase & Co., and its affiliates worldwide.

© 2018 J.P. Morgan Asset Management. All rights reserved.