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Chase Earns Record Five TNS Choice Awards For Outstanding Performance

April 17, 2014 – NEW YORK – Chase earned an unprecedented five awards for achieving outstanding performance in consumer banking in 2014, according to TNS, the world's largest custom research company. Chase has received more TNS Choice Awards than any other company in a single year.

Chase earned National Achievement in Consumer Banking and in Premier Banking, as well as Regional Achievement in the East United States, Central United States, and West United States categories. The Premier Banking award reflects outstanding service to customers with assets greater than \$100,000.

"Receiving this recognition is a great accomplishment for our entire Chase team. We work hard to provide our customers with the best customer experience and we are proud that TNS's research reflects our dedication," said Barry Sommers, CEO of Consumer Banking at Chase, which serves 21 million U.S. consumer households.

The TNS Choice Awards recognize financial institutions who are the best among their peers in acquiring, retaining and developing customers. TNS conducted interviews with 25,000 consumers across the United States to determine their top selections.

"Consumer preferences for Chase are now higher than we've ever measured, and substantially higher than any competitor," said TNS Senior Vice President Bill Matlack. "Chase has strong and improving client loyalty which is being rewarded with superior customer retention and share of wallet performance."

About Chase

Chase is the U.S. consumer and commercial banking business of JPMorgan Chase & Co. (NYSE: JPM), a leading global financial services firm with assets of \$2.5 trillion and operations in 60 countries. Chase helps almost 70 million consumers and small businesses with a broad range of financial services, including personal banking, small business lending, mortgages, credit cards, payments, auto finance and investment advice. We service our clients at more than 5,600 branches, more than 20,000 ATMs, online, via mobile and by phone. More information about Chase is available at www.chase.com.