

DECLARATION OF ERIC JONES

I, Eric Jones, declare the following is true and correct:

1. On September 13, 2025, I met with staff at the Chase branch in El Monte, CA, to resolve the improper account freeze.
2. I repeatedly demanded to see the written policy justifying the freeze and the medically impossible demand that Ms. Hart appear in person.
3. The staff were unable to produce any such policy and admitted their own confusion, confirming no clear, lawful basis for their refusal to provide assistance.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on September 23, 2025.

Eric Jones