

Executive Office(Mail Code OH4-7120)
3415 Vision Drive
Columbus OH 43219



00209 MLP 000 001 30225 NNNNNNNNNNNN ECN05

ERIC B. JONES
5634 NOEL DR.
TEMPLE CITY CA 91780-2319

Eric B. Jones
5634 Noel Dr.
Temple City, CA 91780-2319



301535004901002090002000000020

The transfer was processed per the account holders request

Dear Eric B. Jones:

We are responding to your complaint about the funds transfer for \$12,100 made on September 3, 2025. Thank you for sharing your concerns.

We aim to give exceptional service and are sorry if we fell short this time.

We confirmed that the branch manager Leatha called Mrs. Hart on September 23, 2025 to inform her that the Power of Attorney (POA) had to be sent for approval again. We also confirmed that Mrs. Hart was concerned there was not enough funds in her account to cover a few checks she had written and she asked Leatha to transfer the total amount of checks she had written which it was \$12,100 from account ending in 1832 to her sole own account.

We will accept a preservation request from your legal counsel.

Please see our Deposit Account Agreement (DDA) for more information about the legal process and request for information. We provided you a copy of the agreement when you opened your account. You can see the current DDA at chase.com.

Thank you for banking with us. If you have questions, please call Zulma at 1-877-805-8049, extension 1050023691 and reference case number ECW250911-07011. We accept operator relay calls. We're here Monday through Friday from 9 a.m. to 6 p.m. and Saturday from 9 a.m. to 6 p.m. Eastern Time.

Sincerely,

Executive Office
1-877-805-8049
1-866-535-3403 Fax; it's free from any Chase branch
chase.com
executive.office@chase.com

Esta comunicación contiene información importante acerca de la cuenta. Si tiene alguna pregunta o necesita ayuda para traducirla, comuníquese con nosotros llamando al 1-877-805-8049, de lunes a viernes de 8 a.m. a 9 p.m. y sábados de 9 a.m. a 6 p.m., hora del Este.