

February 2021

Dear Valued Customer:

JPMorgan Chase (“JPMC” or “the firm”) is committed to providing high quality and operationally resilient services and supporting functions to best serve our customers, clients and communities. Business disruptions can occur due to forces beyond the firm’s control such as severe weather, loss of utilities, third party failure to provide expected services, cyberattack or pandemics. The safety of the firm’s employees and customers is of the highest priority.

Our **Firmwide Business Resiliency Program** is designed to work with our business and technology strategies, and the requirements of our customers, clients and communities globally. A full summary of how we have designed our program and the way that it is governed can be found on the next page.

There are a couple of additional key points that we want to highlight for you.

The firm maintains a **Cybersecurity Program**, which is supported by 24/7 coverage with global cyber operational centers, including dedicated cybersecurity staff, and partners with government agencies and organizations to strengthen our safeguards as well as proactively respond to cyber threats.

In response to the **COVID-19 pandemic**, the firm has implemented strategies and procedures designed to help it respond to ongoing impacts to consumers and businesses, while meeting regulatory and industry obligations. The firm remains focused on serving its customers, clients and communities, as well as the well-being of its employees during the COVID-19 pandemic. The firm continues to actively monitor the dynamic health and safety situations at local and regional levels, and plans remain flexible to adapt as these situations evolve.

We sincerely hope that this letter answers your questions about our program to safeguard our operations and services. We value the relationships we have built with our customers and strive to maintain and enhance them every day. Should you have any questions regarding this letter or our resiliency program in general, please contact your JPMC representative.

Thank you for your continued confidence in JPMorgan Chase.



Dan Castle  
Managing Director  
Firmwide Business Resiliency



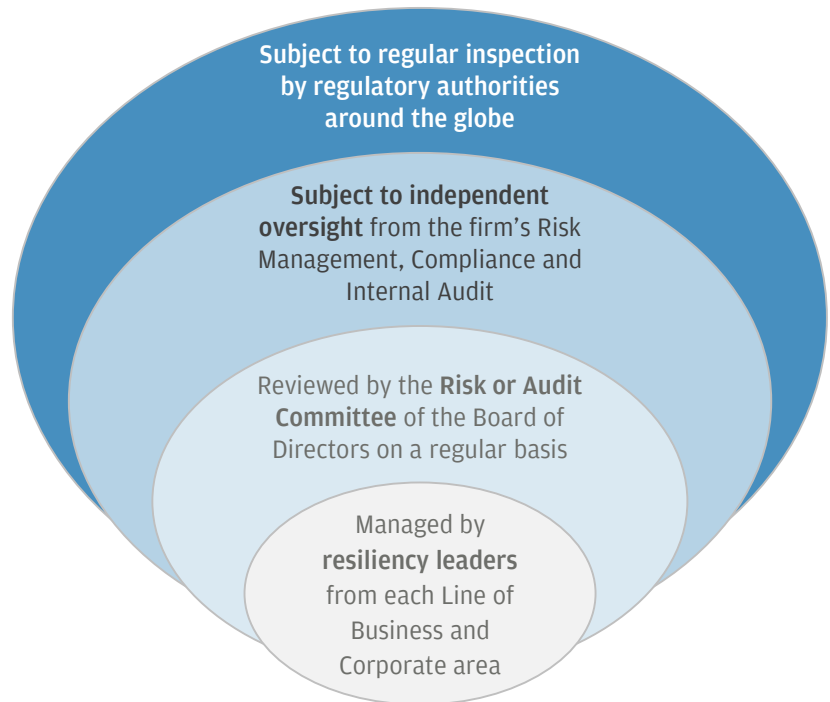
Prateek Agrawal  
Managing Director  
Global Technology Resiliency

# JPMorgan Chase's Program to Achieve Business Resiliency

Our **Firmwide Business Resiliency Program** is designed to work with our business and technology strategies, and the requirements of our customers, clients and communities globally. We do this by:

- **Engaging management** on the firm's appetite for resiliency risk as well as program strategy, leadership and oversight
- Establishing **policy and standards**, which set the requirements for resiliency planning, testing, response and recovery across the firm
- **Proactively managing resiliency risks** and incorporating appropriate procedures and controls
- Developing and maintaining **operationally resilient plans**
- **Training our workforce on their role in recovery scenarios** and conducting exercises across critical functions and locations

## Firmwide Resiliency Program Governance



The following are the three core pillars of how our firm has built and maintained a resilient posture

Resiliency Planning	Resiliency Testing and Exercises	Crisis and Incident Management Processes
<ul style="list-style-type: none"> <li>✓ The firm maintains <b>impact analyses</b> to determine and confirm the relative criticality of our processes</li> <li>✓ Lines of Business and Corporate areas maintain <b>resiliency plans</b> (based on risk assessments and analysis of business impact) that address business, staff, operations and technology, and critical services provided by third parties</li> <li>✓ <b>Quality reviews and audit assessments</b> are completed and, where necessary, plans are refined</li> <li>✓ Management reviews and approves the plans, at a minimum, annually</li> </ul>	<p>The firm regularly tests the effectiveness of the resiliency program by:</p> <ul style="list-style-type: none"> <li>✓ <b>Conducting simulation exercises and physical tests of recovery strategies</b>, to validate that resiliency plans are executable and appropriate for a range of relevant disruption scenarios</li> <li>✓ <b>Executing enhanced resiliency testing for essential services and assets</b> (e.g., people, technology, third party providers) on a risk-based approach</li> <li>✓ <b>Exercising communication to the firm's senior management</b> across business and technology functions, as appropriate</li> <li>✓ <b>Participating in relevant market-wide and industry-sponsored exercises</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Processes exist to enable efficient, effective, and timely response</b> to incidents of varying severity and types</li> <li>✓ <b>Resilient firmwide notification tools</b> are used internally to communicate in crises</li> <li>✓ <b>Escalation processes are in place</b> and routinely tested in real world events</li> <li>✓ <b>Initiatives</b> are developed to identify, assess, and manage business interruption and public safety risks</li> <li>✓ <b>After action reviews</b> are undertaken to ensure procedures and resiliency capabilities are continually enhanced</li> </ul>