

UNITED STATES DISTRICT COURT FOR THE
EASTERN DISTRICT OF NORTH CAROLINA

If you are or were a customer of Chase Bank USA, N.A. (“Chase Bank” or “Chase”) who received reduced interest and/or fee benefits on your credit card account because of an obligor’s military service, a class action lawsuit may affect your rights.

A federal court authorized this notice. This is not a solicitation from a lawyer.

- Military customers have sued Chase Bank alleging, among other things, that Chase Bank charged thousands of military servicemember customers excessive interest on their credit card accounts in violation of the requirements of the Servicemembers Civil Relief Act (“SCRA”), 50 U.S.C. §§ 3901, et seq., and Chase’s contractual promises to those servicemember customers, tried to conceal those excess interest charges, and filed inaccurate tax reporting about benefits provided to servicemembers.
- The Court has allowed the lawsuit to be a class action on behalf of all persons who, at any time on or after January 1, 2005 (the “Class Period”), received reduced interest and/or fee benefits from Chase Bank on a credit card obligation or account because of an obligor’s military service, but excluding persons who have executed a release of the rights claimed in this action.
- The Court has not decided whether Chase Bank did anything wrong. There is no money available now, and no guarantee there will be. However, if you are a member of the certified class then your legal rights are affected, and you have a choice to make now:

Your Legal Rights and Options in this Lawsuit	
Do Nothing	Stay in this lawsuit. Await the outcome. Give up certain rights. By doing nothing, you keep the possibility of getting money or benefits that may come from a trial or settlement. But, you give up any rights to sue Chase Bank separately about the same legal claims in this lawsuit.

Ask To Be Excluded	<p>Get out of this lawsuit. Get no benefits from it. Keep rights.</p> <p>If you ask to be excluded and money or benefits are later awarded, you won't share in those. But, you keep any rights to sue Chase Bank separately about the same legal claims in this lawsuit.</p>
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- Your options are explained in this notice. To ask to be excluded, you must act before November 27, 2019.
- Lawyers must prove the claims against Chase Bank at trial. If money or benefits are obtained from Chase Bank, you will be notified about how to ask for a share.
- Any questions? Read on and visit www.chasebankclassaction.com.

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Basic Information

1. Why am I receiving this notice?

Chase Bank records show that you received reduced interest and/or fee benefits from Chase Bank on a credit card obligation or account because of an obligor's military service. This notice explains that the Court has allowed, or "certified," a class action lawsuit that may affect you. You have legal rights and options that you may exercise before the Court holds a trial. The trial is to decide whether the claims being made against Chase Bank, on your behalf, are correct.

Judge Terrence W. Boyle of the United States District Court for the Eastern District of North Carolina is overseeing this class action. This lawsuit is known as *Childress v. JPMorgan Chase & Co.*, Case No. 5:16-CV-298.

2. What is this lawsuit about?

Plaintiffs allege, among other things, that Chase charged thousands of military servicemember customers excessive interest on their credit card accounts, and further tried to conceal the excess interest charges, in violation of the SCRA and alleged promises made by Chase to its customers. Plaintiffs seek damages from Chase under the SCRA, the Truth in Lending Act, Delaware's Consumer Fraud Act, and common law, including breach of contract, negligence, and negligent misrepresentation.

The filed Complaint in the lawsuit can be viewed at www.chasebankclassaction.com. The Complaint includes all allegations and claims asserted against Chase Bank. Chase Bank denies each and all of the claims and allegations of wrongdoing made by the Plaintiffs and denies that it has violated any law or other duty.

3. What is a class action and who is involved?

In a class action lawsuit, one or more people called "Class Representatives" (in this case Gary Childress, Russell Ho, and Michael Clifford) sue on behalf of other people who have similar claims. The people together are a "Class" or "Class Members." The Class Representatives who sued – and all the Class Members like them – are called the Plaintiffs. The companies they sued (in this case Chase Bank and certain affiliates) are called the Defendants. One court resolves the issues for everyone in the Class – except from those people who choose to exclude themselves from the Class.

4. Why is this lawsuit a class action?

The Court decided that this lawsuit can be a class action and move towards a trial because it meets the requirements of Federal Rule of Civil Procedure 23, which governs class actions in federal courts. Specifically, the Court found that:

- The predominant issues in the case are legal questions and facts that are common to the claims of each member of the Class;
- Gary Childress's, Russell Ho's, and Michael Clifford's claims are typical of the claims of the rest of the Class and that they and the lawyers appointed by the Court will fairly and adequately represent the Class's interests; and
- Pursuing these claims through a class action will be more efficient than having many individual lawsuits.

More information about why the Court is allowing this lawsuit to be a class action is in the Court's Order Certifying the Class, which is available at www.chasebankclassaction.com.

The Claims in the Lawsuit

5. What does the lawsuit complain about?

In this lawsuit, the Plaintiffs claim that Chase Bank charged thousands of military servicemember customers excessive interest on their credit card accounts, in violation of the requirements of the SCRA and Chase's contractual promises to its customers. Plaintiffs also claim that Chase Bank concealed the overcharges and filed inaccurate tax reporting. You can read the full claims in Plaintiffs' Class Action Complaint at www.chasebankclassaction.com.

6. How does Chase Bank answer?

Chase Bank denies that it did anything wrong. Chase Bank's Answer to the Complaint is also at www.chasebankclassaction.com.

7. Has the Court decided who is right?

The Court hasn't decided whether Chase Bank or the Plaintiffs are correct. By establishing the Class and issuing this Notice, the Court is not suggesting that the Plaintiffs will win or lose the case. The Plaintiffs must prove their claims at trial.

8. What are the Plaintiffs asking for?

Plaintiffs are seeking damages for Class Members.

9. Is there any money available now?

No money or benefits are available now because the Court has not yet decided whether Chase Bank did anything wrong, and the two sides have not settled the case. There is no guarantee that money or benefits ever will be obtained. If they are, you will be notified about how to ask for a share.

10. Am I part of this Class?

Judge Boyle decided that all persons who, at any time during the Class Period, received reduced interest and/or fee benefits from Chase Bank on a credit card obligation or account because of an obligor's military service are Class Members. He excluded persons who have executed a release of the rights claimed in this action.

11. I'm not sure if I am included.

If you are still not sure whether you are included, you can get free help at www.chasebankclassaction.com, or by calling or writing to the lawyers in this case, at the phone number or address listed in question 21.

Your Rights and Options

You must now decide whether to stay in the Class or ask to be excluded.

12. What happens if I do nothing?

You don't have to do anything now if you want to keep the possibility of getting money or benefits from this lawsuit. By doing nothing you are staying in the Class. If you stay in and the Plaintiffs obtain money or benefits, either as a result of the trial or a settlement, you will be notified about how to apply for a share (or how to ask to be excluded from any settlement). Keep in mind that if you do nothing now, regardless of whether the

Plaintiffs win or lose the trial, you will not be able to sue Chase Bank as part of any other legal action about the same claims that are the subject of this lawsuit. This means that if you do nothing, you will be legally bound by all of the Orders the Court issues and judgments the Court makes in this class action.

13. Why should I ask to be excluded?

If you exclude yourself from the Class – which also means to remove yourself from the Class, and is sometimes called “opting-out” of the Class – you won’t get any money or benefits from this lawsuit even if Plaintiffs obtain them as a result of the trial or from any settlement (that may or may not be reached) between Chase Bank and the Plaintiffs. However, you may then be able to sue or continue to sue Chase Bank about the same legal claims that are the subject of this lawsuit. If you exclude yourself, you will not be legally bound by the Court’s judgments in this class action. If you already have your own lawsuit against Chase Bank about the same legal claims that are the subject of this lawsuit and want to continue with it, you need to ask to be excluded from the Class.

14. How do I ask the Court to exclude me from the Class?

To ask to be excluded, you must send an “Exclusion Request” in the form of a letter sent by mail stating that you want to be excluded from *Childress v. JPMorgan Chase & Co.* Be sure to include your name and address, and to sign the letter. You must mail your Exclusion Request postmarked by November 27, 2019, to:

Chase Bank Class Action Exclusions
c/o RG/2 Claims Administration LLC
P.O. Box 59479
Philadelphia, PA 19102-9479

You may also get an Exclusion Request form at the website,
www.chasebankclassaction.com.

If you start your own lawsuit against Chase Bank after you exclude yourself, you’ll have to hire and pay your own lawyer from that lawsuit, and you’ll have to prove your claims. If you wish to do this, you should talk to your own lawyer soon, because your claims may be subject to a statute of limitations.

The Lawyers Representing You

15. Do I have a lawyer in this case?

The Court has appointed the following law firms to represent you and all Class Members:

SMITH & LOWNEY, PLLC
2317 E. John Street
Seattle, Washington 98112;
SHANAHAN LAW GROUP, PLLC
128 E. Hargett Street, Third Floor
Raleigh, North Carolina 27601; and
KELLER ROHRBACK L.L.P.
1201 Third Avenue, Suite 3200
Seattle, WA 98101

Together the law firms are called “Class Counsel.” They are experienced in handling

similar cases. More information about these law firms, their practices, and their lawyers' experience is available at www.smithandlowney.com, www.shanahanlawgroup.com, and www.krcomplexlit.com.

16. Should I get my own lawyer?

You do not need to hire your own lawyer because Class Counsel is working on your behalf. But, if you want to, you can hire your own lawyer at your expense. For example, you can ask your lawyer to appear in Court for you.

17. How will the lawyers receive payment for their services?

If Class Counsel get money or benefits for the Class, they may ask the Court for fees and expenses. If the Court grants Class Counsel's request, the fees and expenses would be either deducted from any money obtained for the Class or paid separately by Chase Bank.

The Trial

The Court will schedule a trial to decide who is right in this case.

18. How and when will the Court decide who is right?

As long as the case isn't resolved by a settlement or otherwise, Class Counsel will have to prove the Plaintiffs' claims at a trial. The trial will be set in the United States District Court for the Eastern District of North Carolina. During the trial, a Jury or the Judge will hear the evidence and decide who wins the case. There is no guarantee that the Plaintiffs will win, or that they will get any money for the Class.

19. Do I have to come to the trial?

You do not need to attend the trial. Class Counsel will present the case for the Plaintiffs, and Chase Bank will present its defenses. You or your own lawyer are welcome to come at your own expense.

20. Will I get money after the trial?

If the Plaintiffs obtain money or benefits as a result of the trial or a settlement, you will be notified about how to participate. We do not know how long this will take.

Getting More Information

21. How and where can I get more detailed information?

Visit the website, www.chasebankclassaction.com, where you will find the Court's Order Certifying the Class, the Plaintiffs' Complaint, the Defendant's Answer to the Complaint, as well as an Exclusion Request form. You may also speak to one of the lawyers by calling 1-888-690-0943, or by writing to:

Chase Bank Class Counsel
c/o Mark A. Griffin
Keller Rohrback L.L.P.
1201 Third Ave. Suite 3200
Seattle, WA 98101-3052

DATE: October 18, 2019