

U.S. Benefits Program Year-End Bulletin

December 2019

The Core Medical Plan is offered to all U.S. benefits eligible employees except those residing in Arizona and Ohio.

In this Year-End Bulletin, you'll read about actions that you can take in the coming months with respect to your JPMorgan Chase benefits, including reminders about your transition to a new health care company (Aetna or Cigna) on Jan. 1, 2020, if applicable. For full details about this transition, see the **U.S. Medical Plan Transition Guide** you recently received (also available on My Health).

Please note: All actions described in this Bulletin may not apply to you, depending on the benefit plans in which you enrolled.

<input type="checkbox"/> Now	<ul style="list-style-type: none"> • If you are changing health care companies on Jan. 1, 2020: <ul style="list-style-type: none"> – Continue to use your UHC Medical Plan ID card and debit card (if applicable) through Dec. 31, 2019. UnitedHealthcare (UHC) will continue to process claims with dates of service prior to Jan. 1, 2020. – Continue to use your Cigna Medical Plan ID card and debit card through Dec. 31, 2019 if you elected to move to Aetna for 2020. – Submit any 2019 MRA/HCSA or DCSA claims to your 2019 health care company as soon as possible to avoid any delays in reimbursement, given the transition of funds to your new health care company. – Watch for your new 2020 Medical Plan ID card and debit card (if applicable; note: all Aetna members will receive a debit card for Jan. 1, 2020. You will not receive a new Prescription Drug ID card. • Complete Additional Wellness Activities by Dec. 31, 2019 to maximize your 2019 MRA funds. • Consider contributing to the 401(k) Savings Plan from the cash portion of your Annual Incentive Compensation paid to you in early 2020 (if any). The deadline to make or change an election is Tuesday, Dec. 31, 2019. • Verify your personal information in advance of tax season, so that your 2019 1095-C tax form (detailing your participation in the JPMC Medical Plan) and your 2019 W-2 tax forms can be prepared correctly. • If you were enrolled in the Employee Stock Purchase Plan in 2019 and received dividend income of \$10 or more from Computershare, your 1099-Div or 1042-S for 2019 is available online. Access your Computershare account and the form can be found under Tax Forms and Documents.
<input type="checkbox"/> Beginning Jan. 1, 2020	<ul style="list-style-type: none"> • Begin using your new 2020 Medical Plan ID card and new debit card, if applicable. • Start participating in the Additional Wellness Activities outlined on your 2020 MRA Action Plan to maximize your MRA funds. • Watch for credits to your MRA, with your 2020 health care company, by mid-January if you (and/or your covered spouse/domestic partner) completed a Wellness Screening and Assessment by Nov. 22, 2019. • On Jan. 1, changes to the U.S. Retirement Savings Program go into effect for most employees. • 2019 W-2 Form available in mid-January. • In late January, look for information about the \$750 Special Award to the 401(k) plan for eligible employees. • In late January, watch for your Employee Stock Purchase Plan year-end statement (if applicable) detailing transaction activity for 2019 (if applicable).
<input type="checkbox"/> February 2020	<ul style="list-style-type: none"> • In early February, watch for information about matching contributions credited to your 401(k) Savings Plan account, if you are eligible. • In mid February, the 1095-C tax form will be available online and will be mailed soon thereafter. • By late February, Employee Stock Purchase Plan participants should receive form 1099-B detailing stock sales completed in 2019.
<input type="checkbox"/> March 31, 2020	<ul style="list-style-type: none"> • File eligible 2019 claims for reimbursement from your MRA, HCSA or DCSA with your 2019 health care company by March 31, 2020.
<input type="checkbox"/> April 2020	<ul style="list-style-type: none"> • Watch for remaining 2019 MRA and HCSA account balances, if applicable, to automatically transfer to Aetna and Cigna (HCSA is limited to \$500).

For details on the above actions, refer to the **Table of Contents**.

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RETIREMENT SAVINGS PROGRAM REMINDERS

U.S. Retirement Savings Program Changes

As a reminder, in Nov. 2018 the firm [announced](#) changes to the JPMorgan Chase U.S. Retirement Savings Program (Program) effective Jan. 1, 2020¹:

- **401(k) Savings Plan:** Annual automatic pay credits will be made to eligible employees' 401(k) Savings Plan accounts that are equivalent to:
 - **For employees as of Dec. 31, 2018:** 3% to 5% of Eligible Compensation² (capped at \$100,000) after one year of service.
 - **For employees hired or rehired in 2019 and beyond:** 3% of Eligible Compensation² (capped at \$100,000) after one year of service.

These annual credits are in addition to any matching contributions you're eligible to receive and don't require you to make any of your own contributions to the 401(k) Savings Plan. To receive the automatic pay credits, you generally must be actively employed on Dec. 31 of the plan year (similar to the 401(k) Savings Plan matching contributions provision). You will be vested in the value of any automatic pay credits after completing three years of service. The credits are posted early in the following year (for example, early 2021 for the year 2020).

- **Pension Plan:** Any existing balance in the Pension Plan will remain in that plan and continue to earn interest credits, but will no longer earn monthly pay credits of 3% to 5% (determined by years of service). Instead, these pay credits will be applied to eligible employees' 401(k) Savings Plan accounts³.

For more information, go to [me@jpmc](#) > Benefits & Rewards > Benefits & Rewards Home > **Your Guide to Benefits (SPDs)**.

¹For employees newly hired on or after Dec. 2, 2017, these changes went into effect Jan. 1, 2019. This allowed all JPMC retirement savings to be in one plan for these employees, versus having a second plan with a small balance. For these employees who completed one year of service on or before December 1, 2019, automatic pay credits for the 2019 year will post to their 401(k) accounts in early 2020.

²Eligible Compensation is your base salary/regular pay and annual and non-annual cash incentives. It does not include overtime payments, sign-on bonus and similar awards, referral awards, non-cash awards (such as equity awards), and allowances. Any Eligible Compensation that you earn before reaching one year of service is not eligible for automatic pay credits. Eligible Compensation also does not include amounts received while on long-term disability.

³Participants receiving long-term disability benefits from the JPMC Long-Term Disability Plan ("LTD Plan") (or under the disability plans of heritage organizations) (collectively, the "LTD Plan") as of Dec. 31, 2019, and eligible to receive pay credits in the Retirement Plan, will receive a one-time single sum pay credit equivalent to the sum of the monthly pay credits they would have received from Jan. 1, 2020, under the terms of the Retirement Plan, had they remained disabled for the maximum period pay credits would have been made and the pay credits were not discontinued under the Retirement Plan. In no event shall this contribution exceed the limits set forth under applicable law. This single sum pay credit will be deposited effective Dec. 31, 2019, and viewable on the My Pension website in early 2020.

401(k) Savings Plan

401(k) Savings Plan 2019 matching contributions

If you're an eligible⁴ plan participant, the firm will credit the 2019 annual matching contribution to your 401(k) Savings Plan account in early February 2020. You'll receive a confirmation statement in February 2020.

401(k) Savings Plan Annual Incentive Compensation election

If you're eligible for Annual Incentive Compensation⁵ and are eligible for matching contributions, you should consider contributing from the cash portion of your incentive. **The deadline to make or change an election is Tuesday, Dec. 31, 2019.**⁶ If you previously made an election and wish to continue that same election, no action is required on your part.

401(k) SAVINGS PLAN LEGAL LIMITS FOR 2020

The annual contribution limit under the 401(k) Savings Plan for 2020 is \$19,500 (or \$26,000 if you are age 50 or over). Your contributions automatically continue until you reach the annual contribution limit based on your age.

Did you contribute to another employer's 401(k) plan in 2019?

If you were hired in 2019 and you participated in another employer's 401(k) plan prior to joining JPMorgan Chase, it's your responsibility to ensure that your before-tax and Roth contributions to all plans combined don't exceed the annual \$19,000 contribution limit for 2019 (or \$25,000 if you are age 50 or older). If you exceeded the contribution limit, you may request a refund of the excess amount no later than April 1, 2020, by contacting the 401(k) Savings Plan Call Center. If you don't request a refund by that date, these contributions will be taxed twice. (Remember, you were automatically enrolled in the 401(k) Savings Plan if you did not take any action during the opt-out period.)

Special Award

JPMorgan Chase is providing a Special Award of \$750 (not to exceed 7.5 percent of salary/regular pay or fixed pay in certain locations) to the 401(k) Savings Plan. The award will be made in late January 2020 to all eligible employees who have at least one year of service as of Dec. 31, 2019, and whose total annual cash compensation is less than \$60,000 (determined as of Aug. 1, 2019).

DID YOU KNOW?

JPMorgan Chase contributed more than **\$480 million** in 401(k) matching contributions and more than **\$40 million** for the Special Award last year.

Important information about the 401(k) Savings Plan statement

It's easy for participants (or for employees who have not yet enrolled) to find information about the 401(k) Savings Plan online through the 401(k) Savings Plan Web Center via **My Rewards**. In addition, quarterly and annual statements are provided to help participants monitor their retirement savings. Annual statements are distributed in paper, and are also posted to the 401(k) Savings Plan Web Center. The 2019 annual statement will be mailed in mid-February 2020. Statements for the quarters ending March 31, June 30 and Sept. 30 are available online through the 401(k) Savings Plan Web Center approximately three to four weeks following quarter end. If you cannot access your statements online, or would like to receive paper copies, you may request a printed copy of those statements, at no charge, by contacting the 401(k) Savings Plan Call Center. See Who to Call With Benefits Questions, page 10.

⁴To be eligible for 2019 matching contributions, you had to have completed at least one year of service at the time of your contribution to the plan and be actively employed on Dec. 31, 2019 (certain exceptions apply). Also, your Total Annual Cash Compensation in effect for the 2019 plan year (determined as of Aug. 1, 2018) must be less than \$250,000.

⁵Annual Incentive Compensation is the annual cash incentive compensation, if any, awarded under the firm's Performance-Based Incentive Plan (generally paid in January) or Branch Profitability Incentive Plan (generally paid in February).

⁶The deadline for employees subject to quarterly window periods who have elected to have a portion of future contributions invested in the JPMorgan Chase Common Stock Fund has already passed.

The Retirement Plan (Pension Plan)

Reminders: 2020 interest credit rate and plan changes

The Retirement Plan is a JPMorgan Chase-paid cash balance pension plan in which you were automatically enrolled if you completed one year of service as of Dec. 1, 2018. Your account grows over time through pay credits (through Dec. 31, 2019, as noted on the previous page) and interest credits. The interest credit rate for 2020 will be 4.5 percent.

Note: Employees newly hired on or after December 2, 2017, did not participate in the Pension Plan. Instead, they accrued automatic pay credits in the 401(k) Savings Plan after one year of service, as described on page 2.

Note: *If you have a prior WaMu Plan account balance, which is part of the JPMorgan Chase Retirement Plan, it will continue to receive the WaMu Plan's interest credit rate. The WaMu Plan interest credit rate is the average annual interest rate on 30-year Treasury bonds for business days in November of the previous calendar year, with a minimum annual interest credit rate of three percent. The 2020 WaMu Plan interest credit rate is 3 percent.*

For information about the Retirement Savings Plan, go to [me@jpmc](#) > Benefits & Rewards > **Retirement Savings**.

DEFERRED COMPENSATION PROGRAM⁷ REMINDER

Transition to Newport Group as of Nov. 1, 2019

As a reminder, on Nov. 1, 2019, Newport Group became the new administrator for the Deferred Compensation Program. As a result:

- The Deferred Compensation Web Center has a new look and feel
- Participants now have the ability to generate on-demand statements at any time, for any selected time period (from Nov. 1, 2019, and forward)
- The Deferred Compensation Call Center has expanded hours of 8 a.m. to 8 p.m. Eastern time, Monday through Friday, except certain U.S. holidays.

There were no changes to the Program, participant account elections or investment alternatives as a result of the transition.

⁷Deferred Compensation Program includes the JPMorgan Chase & Co. 2005 Deferred Compensation Plan, Deferred Compensation Program of JPMorgan Chase & Co., Bank One Deferred Compensation Plan, Bear Stearns Companies Inc. AE Investment and Deferred Compensation Plan and Paymentech Deferred Compensation Plan.

HEALTH CARE, MRA, SPENDING ACCOUNTS & INSURANCE PLANS REMINDERS

Medical Reimbursement Account

If you completed both Initial Wellness Activities (the Wellness Screening **and** Wellness Assessment) **by Nov. 22, 2019**, you will **earn** \$200 in your 2020 MRA and **save** \$500 in your 2020 medical payroll contributions⁸. You will earn an additional \$100 in your 2020 MRA and save an additional \$500 in your 2020 medical payroll contributions⁸ if your covered spouse/domestic partner also completed both activities by Nov. 22, 2019. These amounts for completing the Initial Wellness Activities will be credited to your MRA – administered by your 2020 health care company, Aetna or Cigna – by mid-January 2020.

Maximize your 2019 MRA funds

If you have not yet earned the maximum funds in your MRA for **2019**, you may still have time to complete the Additional Wellness Activities by Dec. 31, 2019. You have the opportunity to earn up to a total of \$1,000 in **2019 MRA** funds (or \$1,400 if your covered spouse/domestic partner also participates) if you are enrolled in the JPMorgan Chase Medical Plan. As a reminder, any unused 2019 MRA funds will automatically carry over into 2020 as long as you remain employed. For information on what activities you can still do to earn 2019 MRA funds, go to My Health and see the **2019 MRA Action Plan** and **My 2019 MRA Additional Wellness Activities**.

Transition of your 2019 MRA to your 2020 health care company

Any amounts remaining in your 2019 MRA after 2019 claims processing, ending March 31, 2020, will automatically transfer to your new health care company – Aetna or Cigna – and be available to you by the end of April.

Maximize your 2020 MRA funds

Between Jan. 1 – Dec. 31, 2020, you have the opportunity to earn up to \$800 when you complete Additional Wellness Activities throughout the year. Plus, if you cover a spouse/domestic partner, you can earn up to \$300 when they complete Additional Wellness Activities in 2020. Combined with your earnings for completing a Wellness Screening and Assessment by Nov. 22, 2019 (\$200 for you; \$100 for your covered spouse/domestic partner), your 2020 MRA balance could be up to \$1,400. See the 2020 MRA Action Plan available on My Health.

Don't Forget!

Complete Additional Wellness Activities by Dec. 31, 2019 to maximize funds in your 2019 MRA.

2020 Cost for Medical Coverage⁸

The 2020 costs for JPMorgan Chase Medical Plan coverage, which were displayed on the Benefits Web Center during Annual Benefits Enrollment, assumed that you (and your covered spouse/domestic partner) would complete a biometric Wellness Screening and online Wellness Assessment between Jan. 1 and Nov. 22, 2019. Starting in January 2020, your 2020 medical payroll contributions will initially reflect these savings. If you and/or your covered spouse/domestic partner did **not** complete both activities by Nov. 22, 2019, your medical payroll contributions⁸ will increase in March 2020 for both you and/or your covered spouse/domestic partner. The full \$500 (or \$1,000) increase will be applied in equal installments to each pay from the first effective pay in March 2020 through December 2020.

Not enrolled in the JPMorgan Chase Medical Plan?

If you completed both a Wellness Screening and Assessment between January 1 and November 22, 2019, you will earn \$200 in 2020 Wellness Rewards, to be reflected in your January 2020 pay (and reported as taxable income). You can earn up to \$400 in 2020 Wellness Rewards when you complete Additional Wellness Activities in 2020. Wellness Rewards are not available to spouse/domestic partners of employees who do not enroll in the JPMorgan Chase Medical Plan. View your Wellness Rewards balances and Wellness Activities by visiting My Health > Not enrolled in JPMC Medical?

⁸ Employees and/or their covered spouse/domestic partner who become eligible for benefits coverage after Sept. 1, 2019 and all InstaMed employees, have from their coverage effective date until Nov. 20, 2020 to complete a Wellness Screening and Wellness Assessment to earn 2020 Initial Wellness Rewards. Employees who are newly eligible for coverage after Sept. 1, 2019 and InstaMed employees will automatically pay the reduced medical payroll contributions for 2019 and 2020. If an employee is on an approved leave of absence for 45 consecutive days between Sept. 1, 2019 and Nov. 22, 2019, they will automatically save \$500 in 2020 medical payroll contributions, or \$1,000 if they cover a spouse or domestic partner. Other provisions of the Medical Plan and Wellness Program will continue to apply, including the opportunity to earn MRA funds by completing wellness activities.

Health Care Spending Account and Dependent Care Spending Account Reminders

- If you enrolled in the JPMorgan Chase Medical Plan, your health care company (Aetna or Cigna) is the administrator of your JPMorgan Chase Health Care Spending Account (HCSA) and Dependent Care Spending Account (DCSA) – as well as your Medical Reimbursement Account (MRA).
- If you did not enroll in the JPMorgan Chase Medical Plan, Cigna will be the administrator of your HCSA and your DCSA – as well as your Wellness Rewards program.
- You have until March 31, 2020 to file HCSA and DCSA claims for expenses incurred during 2019. You should file these claims with your 2019 account administrator as soon as possible.
- With the DCSA, you will forfeit any remaining account balance if you don't use it for eligible expenses incurred during the plan year (Jan. 1 – Dec. 31, 2019).
- With the HCSA:
 - Up to \$500 of your unused **2019** balance will automatically carry over to your 2020 health care company (this same carryover amount will be allowed at the end of each year into the following year).
 - Your 2019 balance will be used to pay any claims with dates of service in 2019 that are received by *your 2019 health care company* in early 2020 through your HCSA claims filing deadline (March 31, 2020). Balances over \$500 will be forfeited after this deadline to comply with IRS regulations. In early April 2020, up to \$500 of any available remaining balance will be transferred to your 2020 health care company and may then be used to pay any claims incurred during 2020.
 - If you did not elect to contribute to the HCSA for 2020, any unused amount under \$25 will be forfeited.

Claims filing deadlines for 2019 JPMorgan Chase benefits

Claim forms are available online via **My Health**. Or, you can contact your 2019 plan administrator/insurance carrier directly for a claim form.

Benefit Plan	2019 Claims Filing Deadline
Medical (including MRA), Prescription Drug, Dental, Vision, Group Legal Services	Dec. 31, 2020.
Health Care Spending Account, Dependent Care Spending Account	March 31, 2020. File these claims with your 2019 health care company. Remember, MRA funds will be used first before HCSA funds for any out-of-pocket eligible medical and prescription drug expenses.
Transportation Spending Accounts—Parking Account	180 days (six months) following the end of any particular month that you participated in the Parking "Pay Me Back"* Account.

2020 Transportation Spending Accounts Limits
The monthly Transportation Spending Accounts before-tax limits for 2020 will be:

Transit: \$270
Parking: \$270

*Generally, the "Pay Me Back" feature applies only to the Parking Account.

Health care cards

Medical

If Aetna is your health care company for 2020, you'll receive a new Medical ID card in your home mail in mid/late December 2019. If you are new to Cigna for 2020, you'll receive a new Medical ID card in your home mail by late December 2019. If you're remaining with Cigna from 2019 to 2020, you'll keep your current Medical ID card.

Prescription drug

If you newly enrolled in the 2020 JPMC Medical Plan, you will receive a Prescription Drug Plan ID card from CVS Caremark; otherwise, you will keep your current card.

Debit card

If you've enrolled with Aetna for 2020, you'll receive a new debit card for the MRA and Health Care Spending Account (if applicable). If you've enrolled with Cigna for 2020, you'll receive a new debit card if you newly-elected Cigna and/or newly-elected the debit card payment option. If you are not enrolled in the JPMC Medical Plan, your spending account debit card will be issued by Cigna.

If you currently have a 2019 debit card and are changing health care companies on Jan. 1, 2020, that debit card will stop working after Dec. 31, 2019. For more details, please see the **U.S. Medical Plan Transition Guide** found on My Health.

For more information about paying your expenses with your MRA/HCSA, read the tip sheet found here: My Health > Benefits Enrollment > 2020 Benefits Resources > Spending your MRA and HCSA: Automatic Claim Payment and Debit Card.

IRS maximum for employer-provided child care benefits

The Internal Revenue Service (IRS) limits employer provided, tax-free child care benefits to \$5,000 per family per year. This limit includes the value of the DCSA contributions and the value of the use of the back-up child care program. Highly compensated employees, defined as those whose compensation reflected on their 2019 W-2 form is \$125,000 or more, are subject to a lower tax-free child care limit and will be contacted directly if they participate in the DCSA. The value of the Back-up Child Care Program benefit is determined by calculating the difference between the Fair Market Value (FMV) of one day of care and the co-pay. The firm has determined the FMV of a day of back-up child care to be \$60. Any amount over the tax-free limit will be considered imputed income and tax will be owed on that amount.

If you would like to change your DCSA contributions to avoid going over the IRS limit for 2020, you may make a change to your election **by Dec. 31, 2019** through the accessHR Benefits Contact Center.

Group Personal Excess Liability Plan

If you enrolled in the Group Personal Excess Liability Plan for 2020, you'll receive your *Coverage Summary Certificate* by email from JPMCLiabilityInsuranceCertificate@ajg.com. If you do not receive this email by mid January, please contact Arthur J. Gallagher Risk Management Services, Inc., the plan administrator, at 1-866-631-4630, Monday through Friday, from 9 a.m. to 5 p.m. ET, except certain holidays. If you do not have a corporate email address, a certificate will be mailed to your home address.

BENEFICIARIES

You are encouraged to review your beneficiary designations on a regular basis and keep them up to date.

For Basic Life, Business Travel Accident, Supplemental Term Life, and Accidental Death and Dismemberment (AD&D) Insurance Plans, if you don't have a designated beneficiary on file at the time of your death (or your named beneficiary dies before you), benefits will be paid in the following order:

- Surviving spouse or civil union partner; if none, then:
- Surviving children (in equal shares); if none, then:
- Surviving parents (in equal shares); if none, then:
- Surviving siblings (in equal shares); if none, then:
- Your estate.

If you wish to name your domestic partner as your beneficiary, you must submit an online beneficiary designation form. See the SPD for more details.

Your vested account balances under the 401(k) Savings Plan and the Retirement Plan will automatically be paid to your spouse⁹ or to your estate if you are not married.

Important: If you are married and you named someone other than your spouse as your Retirement Plan beneficiary before you turned 35, that beneficiary designation will become invalid as of the first day of the plan year when you reach age 35. This means that, unless you submit a new beneficiary designation election after you turn 35, your Retirement Plan vested benefit will be paid to your spouse if you are married at the time of your death, or your estate if you are not.

If you would like to name someone else as your beneficiary, or for other options available to you, please update your beneficiary designations using the **Online Beneficiary Designations** site (<https://beneficiary.jpmorganchase.com>) available on **me@jpmc**. The site allows you to designate beneficiaries electronically and review and update those designations as needed, for instance in the event of a status change (divorce, marriage, or birth/adoption of a child).

For more information, please refer to the respective sections of *Your Guide to Benefits at JPMorgan Chase* (Summary Plan Descriptions) available on **me@jpmc** > Benefits & Rewards > Benefits & Rewards Home > **Your Guide to Benefits (SPDs)**.

UPDATE YOUR PERSONAL INFORMATION

Qualified status changes during the year

⁹ The term "spouse" refers to any person to whom you are legally married, including same-sex and opposite-sex marriage, as recognized under federal law.

If you experience a qualified status change in benefits status (such as marriage, divorce, birth or adoption of a child), you have 31 days to add yourself or your dependent from the date of the qualified status change, except related to the birth/adoption of a child, in which case you have 90 days to add this eligible dependent (coverage will be retroactive to the date of the qualified status change)¹⁰.

For additional information, go to My Health > Benefits Enrollment > 2020 Benefits Resources > **Benefits Status Change Guide** or consult the Summary Plan Descriptions available on My Health > Benefits Enrollment > 2020 Benefits Resources > **Benefit Plans Details (Summary Plan Descriptions)**. In addition, in the case of some qualified status changes (such as change in marital status or the birth/adoption of a child), you should consider reviewing your beneficiary designations and making changes as necessary.

Important note on dependent eligibility

You are responsible for understanding the JPMorgan Chase dependent eligibility rules and abiding by them. Each year during your designated enrollment period, or as a result of a qualified status change as described above, it is important that you review the firm's dependent eligibility rules and the status of your covered dependents, and make any necessary changes. You can access the dependent eligibility requirements online via My Health > Benefits Enrollment > 2020 Benefits Resources > **Dependent Eligibility Requirements** tip sheet.

IMPORTANT!

You will be required to provide documentation when you add a new dependent to coverage under the Health Care and Insurance Plans including those you added during annual enrollment. Please see the 2020 Dependent Eligibility Requirements tip sheet mentioned above.

Verify your personal information

In advance of tax season, make sure that your personal information is accurate on JPMorgan Chase systems so that your 2019 W-2 tax forms can be prepared correctly. Please be sure to verify your name, home address and marital status on **My Personal Profile** (<https://mpp.jpmchase.net>). On an ongoing basis, it's important for you to update your marital status as well as changes to other personal information, such as address changes.

If you need to make changes to your Social Security number, call the accessHR Benefits Contact Center. Changes must be received by Dec. 31, 2019, in order to ensure that your W-2 is correct. In addition, please be sure you have a current phone number on record as our health care companies will be contacting participants with important wellness information. Please answer the call when received or respond back for important information that can affect your health.

If you have not already done so, consider signing-up to receive your W-2 online. It's faster, easier, "greener" and more secure than mailing a paper copy to your home address. To sign up for an electronic W-2, go to My Personal Profile > Tax > W2 Consent. You must sign up by Dec. 31; otherwise, your W-2 form will be mailed to your home address by the end of January 2020.

Update your dependents' Social Security number

If you haven't already done so, go to the Benefits Web Center through My Health to add Social Security numbers for all of your dependents covered under a JPMorgan Chase health care plan, including those you added during Annual Enrollment.

If you and your spouse/domestic partner are both JPMorgan Chase employees and covered under one employee's health care options:

- If you are enrolling your spouse/domestic partner under your JPMorgan Chase benefits on the Benefits Web Center (available on My Health) for the first time, you will be prompted to enter their Social Security number.
- If you already cover your spouse/domestic partner under your JPMorgan Chase benefits and want to update their Social Security number, you'll need to call the accessHR Benefits Contact Center.

¹⁰You will also have 90 days to add any newly-eligible dependents should that dependent pass away within this 90-day period. Contact the Benefits Web Center or accessHR Benefits Contact Center.

IMPORTANT TAX REMINDERS

Required Tax Form 1095-C

As part of the [Affordable Care Act \(ACA Health Reform\)](#), employers are responsible for furnishing their impacted U.S. active and inactive employees with a Form 1095-C detailing the health coverage JPMorgan Chase offered them and their dependents during 2019. This Form 1095-C will be sent to you by January 31, 2020. Please allow seven to ten business days for delivery. Alternatively, if you'd like to receive your Form 1095-C online, go to **My Health > Benefits Web Center** where you will be able to enroll in electronic delivery.

Additional information and Frequently Asked Questions (FAQs) on electronic notifications and the Form 1095-C are available by going to **me@jpmc** > Payroll & Timekeeping > [Pay Statements Recent & Annual](#); or visit My Health > Benefits Web Center > **Medical Tax Form 1095**.

The JPMorgan Chase U.S. Benefits Program is generally available to most employees on a U.S. payroll who are regularly scheduled to work 20 hours or more a week and who are employed by JPMorgan Chase & Co. or one of its subsidiaries to the extent that such subsidiary has adopted the JPMorgan Chase U.S. Benefits Program. This information does not include all of the details contained in the applicable insurance contracts, plan documents, and trust agreements. If there is any discrepancy between this information and the governing documents, the governing documents will control. JPMorgan Chase & Co. expressly reserves the right to amend, modify, reduce, change or terminate its benefits and plans at any time. The JPMorgan Chase U.S. Benefits Program does not create a contract or guarantee of employment between JPMorgan Chase and any individual. JPMorgan Chase or you may terminate the employment relationship at any time.

This Bulletin modifies and changes Your JPMorgan Chase Benefits Guide and is a summary of material modification for certain plans under the JPMorgan Chase U.S. Benefits Program. It supplements, clarifies, and amends various sections of the Guide and should be referred to as part of the Guide and its Summary Plan Descriptions. Please retain this information for your records.

WHO TO CALL WITH BENEFITS QUESTIONS

Benefits information is available throughout the year on **My Health** to help you use your benefits. If you have additional questions or need more information, use this list of JPMC benefits contacts:

For questions about your:	
<ul style="list-style-type: none"> • JPMC Medical Plan • Online Wellness Assessment (Cigna for everyone) • Medical Reimbursement Account (MRA) • Health Care Spending Account (HCSA)* • Dependent Care Spending Account (DCSA)* • Nurseline (for health-related inquiries) 	
Aetna	1-800-468-1266; 8 a.m. to 8 p.m., all time zones, Mon. – Fri.
Cigna	1-800-790-3086; 24/7
UHC (for 2019 coverage and claims)	1-800-272-8970; 8 a.m. to 8 p.m., all time zones, Mon. – Fri. (Nurses available 24/7 – just say “speak to a nurse.”)
For additional help when working with your health care company about:	
<ul style="list-style-type: none"> • Claims • Health-related inquiries • Health care reform 	
Health Advocate	1-866-611-8298; 8 a.m. to 9 p.m. ET, Mon. – Fri.; Email: answers@HealthAdvocate.com
For Expert Medical Advice, including an expert medical second opinion on a documented diagnosis, treatment decision support and additional services:	
Grand Rounds	1-888-868-4693; 8 a.m. to 9 p.m., ET, Mon. – Fri.
For questions about fertility benefits:	
WINFertility	1-833-439-1517; 9 a.m. – 7:30 p.m., ET, Mon – Fri.
For questions about your prescription drug coverage under the JPMC Medical Plan	
CVS Caremark	1-866-209-6093; 24/7 (TDD assistance: 1-800-863-5488)
For questions about your Dental option	
MetLife (PDP option)	1-888-673-9582; 8 a.m. to 11 p.m. ET, Mon. – Fri.
Aetna for (DMO option)	1-800-843-3661; 8 a.m. to 6 p.m. ET, Mon. – Fri.
Cigna for (DHMO option)	1-800-790-3086; 9 a.m. to 11 p.m. ET, Mon. – Fri. (all other times a non-dedicated service representative will answer your call)
For questions about your Vision Plan	
EyeMed	1-833-279-4363; 7:30 a.m. to 11 p.m., ET, Mon. – Fri. (11 a.m. to 8 p.m., ET, Sun.)
For questions about your Transportation (Transit/Parking) Spending Account (TSA)	
Wageworks	1-877-924-3967; 8 a.m. to 8 p.m. ET, Mon. – Fri. (except certain U.S. holidays)
For questions about:	
<ul style="list-style-type: none"> • Enrollment and general benefits • Life, Accidental Death and Dismemberment (AD&D) and Long Term Insurance • Increasing or decreasing your Employee Stock Purchase Plan contributions 	
accessHR Contact Center	1-877-JPMChase (1-877-576-2427) or 1-212-552-5100 if calling from outside the United States; 8 a.m. to 7 p.m. ET, Mon. – Fri.
For questions about your Employee Stock Purchase Plan account at Computershare:	
Stock Programs Call Center at Computershare	1-800-982-7089 (1-201-680-6862 if calling from outside the United States); 3 a.m. to 9 p.m. ET, Mon.– Fri.
For questions about retirement savings:	
<ul style="list-style-type: none"> • 401(k) Savings Plan • Retirement Plan (pension) 	
Retirement Savings	me@jpmc > Benefits & Rewards > Retirement Savings > 401(k) and Pension Contact Information

* For employees not enrolled in the JPMC Medical Plan: Cigna administers Wellness Rewards and the Health Care and Dependent Care Spending Accounts

APPENDIX

Summary Plan Description (SPD) Updates and Information

For benefits plan details, see **Your Guide to Benefits (SPDs)** available on me@jpmc > Benefits & Rewards > Benefits & Rewards Home > Your Guide to Benefits (SPDs).

This U.S. Benefits Year-End Bulletin (2019) can be found on this site under [About This Guide](#).

Medical Plan Changes

Health Care Company Changes

Aetna and Cigna have been chosen as our health care companies for the JPMorgan Chase U.S. Medical Plan effective January 1, 2020. UnitedHealthcare (UHC) will no longer be offered. (Update to [the JPMorgan Chase Medical Plan SPD](#).)

Employees living in Arizona and Ohio who enrolled for medical coverage will participate in the new Simplified Medical Plan and Wellness Program, effective January 1, 2020. (See [The Simplified Medical Plan for Arizona and Ohio 2020](#).)

In November 2019, Haven started offering a new primary care pilot in conjunction with Central Ohio Primary Care (COPC) to a select group of JPMorgan Chase employees and families based in the Columbus, Ohio area. The objective of the pilot is to identify ways to improve the ability of primary care practitioners to deliver better outcomes, patient experience, and costs through data and technology.

Infertility Benefit Clarifications

The lifetime maximum for medical and prescription drugs under the infertility benefit accounts for charges paid by the plan. Your out-of-pocket expenses (deductible and coinsurance/copayment) are not included in the lifetime maximums.

Fertility Benefit Changes

If you use a provider outside of WIN's network, you must pay for expenses upfront and file for reimbursement. You will have six months from the date you incurred the claim to file for reimbursement. (Update to The Medical Plan.)

Hearing Aid Benefit Changes

You will be subject to out-of-network pricing if you visit an out-of-network provider/DME equipment provider. Hearing aids do not need to be prescribed by an in-network provider or obtained from an in-network Durable Medical Equipment (DME) provider in order to be considered a covered, eligible charge. (Update to The Medical Plan.)

Cognitive Therapy Changes

Cognitive therapy is limited to 60 visits per year. (Update to the Medical Plan.)

Mental Health Changes

Mental health care or benefits, in accordance with the Mental Health Parity and Addiction Equity Act, are items or services for mental health or substance use disorder conditions, as determined solely within the discretion of the plan administrator, consistent with generally recognized independent standards of current medical practice. Conditions affecting physical health that are related to a mental health condition or substance use disorder are medical/surgical benefits rather than mental health care benefits under the Medical Plan. (Update to The Medical Plan.)

Deductible Clarification

For in- and out-of-network deductibles, the "per person" rule allows the employee or any covered dependent(s) [e.g., spouse/domestic partner or child] to reach an individual deductible, after which the deductible is satisfied for the year for that person. Covered individuals who have not met the deductible may combine to meet the remainder of the deductible for that particular coverage level. Note: Your deductible can be 'reset' back to the employee "per person" amount if you add or remove dependents, etc. (Update to the Medical Plan)

Medical Reimbursement Account and Spending Accounts Changes

Your Medical Reimbursement Account (MRA), Health Care Spending Account (HCSA) and Dependent Care Spending Account (DCSA) will be managed by the health care company you choose for 2020 — either Aetna or Cigna. Note that if you are not enrolled in a JPMorgan Chase Medical Plan, Cigna will administer your HCSA/DCSA.

Company-Subsidized COBRA Coverage Changes

For COBRA purposes, your Total Annual Cash Compensation (TACC), as defined by the Plan, is frozen as of the last day of active employment with JPMorgan Chase.

Retirement Savings Program Changes

401(k) Savings Plan Changes

Effective as of January 1, 2019, the Plan permits hardship distributions for expenses and losses (including loss of income) incurred by an account of a disaster declared by the Federal Emergency Management Agency (“FEMA”) under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, provided the Participant’s principal residence or principal place of employment at the time of the disaster was located in an area designated by FEMA for individual assistance with respect to the disaster.

Retirement Plan Changes

Effective as of January 1, 2020, any Cazenove Participant who commences benefits after this date, will have their Temporary Retirement Benefit Supplement automatically adjusted on May 1 of each year using the Mercer National Survey of Employer-Sponsored Health Plans (“Mercer Trend Factor”). All prior adjustments for those who have yet to commence benefits shall be recalculated using the Mercer Trend Factor.