



Executive Office
Mail Code IL1-6215
2500 Westfield Drive
Elgin, Illinois 60124

January 29, 2009

Dr. Robert J. Lahm Jr.
400 Visa Lake Drive
Apartment 301
Candler, NC 28715-7176

Re: Chase MasterCard Account **** *
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Dear Dr. Lahm:

I am writing in response to the additional concerns expressed to the Office of the Comptroller of the Currency. As per our brief conversation on January 26, 2009, we agreed to speak again on January 27, 2009. However, my attempt to contact you again by telephone was unsuccessful. I appreciate this continued opportunity to respond to you on behalf of the Card Services Executive Office.

Dr. Lahm, I regret to hear that you were not completely satisfied by the response letter you received from the Executive Office on December 30, 2008. I understand that the letter did not specifically address the previous correspondence from our office dated October 10, 2006. I thank you for the time you have taken to express this concern and want to assure you that we appreciate your valuable feedback.

As you know, the letter dated October 10, 2006, advised that the change-in-terms notice you received in December 2005, would not affect the promotional Annual Percentage Rate (APR) of 3.99% for the \$20,500 balance transfer check that posted to your account on September 7, 2006. Please allow me to clarify that the notice you received in November 2008 will also not affect the promotional APR for this balance transfer check. As disclosed, your account will be assessed a \$10.00 monthly service charge, and the minimum payment due will be the greater of 5.00% of the outstanding ending balance on your monthly statement or the sum of 1.00% of the balance, plus applicable fees and finance charges.

Dr. Lahm, as previously disclosed to you, the option of closing the account and paying the outstanding balance in full within 30 days of the billing statement in which the first \$10.00 is assessed to avoid the change is still available to you. In addition, the alternative offer previously made by Ms. Godes is also available to you. To reiterate, this option includes changing the APR for the current promotional balance on your account to the fixed APR of 7.99% until January 2011. I regret to inform you that I am unable to honor your request to voluntarily close the account referenced above without paying the outstanding balance in full while maintaining the existing account terms.

CHASE
2500 Westfield Drive
Elgin, IL 60124

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If you would like to accept our alternate offer or close the account and pay the outstanding balance in full, please contact me, and I would be delighted to assist you. My hours are Monday through Friday, from 7:00 a.m. to 3:30 p.m. Central Time.

Sincerely,

Kathleen Klawunder
Card Services Executive Office
1-888-622-7547, Extension 7076 or 4350
1-847-488-7076 (direct line)

cc: Office of the Comptroller of the Currency
Case Number: 844193

Nancy Stoneman
Vice President

Mark Reuling
Senior Vice President