



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

October 10, 2006

Dr. Robert J. Lahm Jr.  
2223 Saint Andrews Drive  
Murfreesboro, TN 37128-5869

**This document has been altered from its original form:**

- 1. Account number removed.**
- 2. Yellow highlighting added.**
- 3. Sender's signature erased for the protection of her privacy.**

**Original Letter Remains on File, held by Dr. Robert J. Lahm, Jr.**

Re: Chase MasterCard Account \*\*\*\* \* \* \* \*

Dear Dr. Lahm:

I am writing in response to your concerns addressed to Jamie Dimon, Chief Executive Officer at JPMorgan Chase & Co. I appreciate this opportunity to assist you on behalf of the Card Services Executive Office.

Thank you for sharing your concerns regarding our decision to increase the Annual Percentage Rate (APR) on the above-referenced account. While I recognize that you feel our actions were deceptive, a change-in-terms notice was mailed to you in December 2005. This notice provided you with advance notice of an increase in your APR to a variable rate of Prime + 11.99% for purchases a variable rate of Prime + 15.99% for cash advances. The APR is based on the Prime Rate and may increase or decrease as the Prime Rate fluctuates. This notice also provided you with the option to close the account no later than January 23, 2006, if you did not wish to accept these new terms. I have enclosed a copy of this notice for your review. Since the account remained open, the new terms took effect.

**Dr. Lahm, please note that the \$20,500.00 balance transfer check that posted to your account on September 7, 2006, will remain at the 3.99% fixed APR because promotional rates were excluded from the change in terms listed above.** Furthermore, our records do not reflect that you have a purchase or cash advance balance. Based on this information, I have concluded that your account has not been impacted since the change in the terms took effect.

Nonetheless, I certainly understand that you would like to see a change in our account policies and procedures. Please be assured that I have forwarded a copy of your letter to management of the appropriate department. However, I must advise you that our decision to change the terms of your account was based in whole or in part on information obtained in a report from the consumer-reporting agency, Experian. The reporting agency did not make the credit decision and is unable to provide you with the specific reasons for our decision. At the time our decision was made, a summary of your credit report indicated the following:

- Too many revolving accounts with high balances
- Proportion of bankcard balance too high
- Bankcard balances increased too fast

Page 2  
Dr. Lahm  
October 10, 2006

You have a right under the Fair Credit Reporting Act to know the information contained in your credit file at the consumer-reporting agencies. If you feel there may be errors in your credit file, you may wish to obtain a copy of your Credit Bureau Report and advise the agency reflecting the error. For your convenience, I have provided information for the three national credit-reporting agencies listed below:

Experian (TRW)  
701 Experian Pkwy  
P.O. Box 2002  
Allen, TX 75013  
(888) 397-3742  
www.experian.com

Equifax Options  
P.O. Box 740256  
Atlanta, GA 30374  
(800) 685-1111  
www.equifax.com

TransUnion Corp  
P.O. Box 2000  
Chester, PA 19022  
(800) 916-8800  
www.transunion.com

Please keep in mind that future transactions will post at the variable rate of Prime + 11.99% for purchases and Prime + 15.99% for cash advances. In addition, **to keep the 3.99% fixed promotional APR, we must receive monthly minimum payments by the due date indicated on the billing statement and your balance may not exceed your assigned credit limit.**

Dr. Lahm, my attempts to reach you by telephone have been unsuccessful. If you would like us to review your account in an effort to return the purchase and cash advance Annual Percentage Rates to the previous terms, please contact me within the next 30 days. At that time, we will request your authorization to obtain a complete credit bureau report and in addition, request also that you provide us with the following information at your earliest convenience:

- Annual gross household income
- Length and place of employment

When providing income information, you are not required to include child support, alimony or separate maintenance, unless you wish the income to be considered in repayment of the debt.

In the meantime, I have requested that your name and address be added to our "Do Not Solicit" list. However, since mail solicitations are processed well in advance, it is possible you may receive additional offers within the next 90 days. Also, if you are receiving solicitations under any variations of your name or address, please provide that information to me; and I will add those variations to our "Do Not Solicit" list.

The Direct Marketing Association (DMA) provides a free service to people who do not wish to receive marketing offers. You can register for this service by sending your requests, in writing, to the following addresses:

Mail Preference Service  
Direct Marketing Association  
PO Box 643  
Carmel, NY 10512

Telephone Preference Service  
Direct Marketing Association  
PO Box 1559  
Carmel, NY 10512

E-Mail Preference Service  
[www.dmaconsumers.org/consumers/optoutform\\_emps.shtml](http://www.dmaconsumers.org/consumers/optoutform_emps.shtml)

Page 3  
Dr. Lahm  
October 10, 2006

Customer feedback is always welcome. We appreciate the time you have taken to share your concerns and I regret any inconvenience you may have experienced. If you have any additional questions, please contact me. My hours are Monday through Friday, from 9:00 a.m. to 5:30 p.m. Central Time.

Sincerely,

For Her Privacy: Aisha McDonald's  
Signature was erased in this document

Aisha McDonald  
Card Services Executive Office  
1-888-622-7547, Extension 6813 or 4350  
1-847-488-6813 (direct line)

cc: Nancy Stoneman  
Vice President

Mark Reuling  
Senior Vice President

Enclosures