



PO Box 17156
Wilmington, DE 19850-7156

This document has been altered from its original form:

1. Bar code/numbers removed.
2. ChangeInTerms.com stamp added.
3. Sender's signature erased for the protection of his privacy.

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

DR ROBERT J LAHM JR
400 VISTA LAKE DR APT 301
CANDLER NC 28715

You recently received a response from the Card Service's Executive Office regarding a question or concern. We understand your experience with CHASE thus far may not have met your expectations and we want to prevent this from happening again. We are sorry it was necessary to escalate your concern to our department.

We need your opinion on how well the Card Service's Executive Office handled your concern once we received it in our office.

Please give us a few minutes to complete the attached questionnaire, which asks about your experience with our department. Since only a select number of customers were chosen to receive this questionnaire, your response is very important to us.

Again, please accept our apologies for the inconvenience you experienced. We are continuously working to ensure that Cardmember issues are resolved at the first point of contact. A return envelope and postage have been provided.

Sincerely,

For his Privacy: Chip Hill's Signature
was erased in this document

Chip Hill
Senior Vice President, Customer Experience

