

Function*	Description	Stops On	Resumes On
Online Account Management via Smartdata or PaymentNet®	Account maintenance functions or requests will be unavailable for both smartdata and PaymentNet.	3/14/2017 7 p.m. CT	3/20/2017
Smartdata or PaymentNet Site Access	Both sites will not be accessible beginning on 3/17/2017. <i>Please call the number on the back of your card if you need assistance during this period.</i>	3/17/2017 10 p.m. CT	3/19/2017 10 p.m. CT
Account Reinstatements	Processing of account reinstatements will be temporarily paused. <i>If you are traveling and require assistance, J.P. Morgan will be available for support to facilitate purchases needed for business/return travel. Please call the number on the back of your card for assistance.</i>	3/15/2017	3/20/2017
Replacing Lost or Stolen Cards	Standard card replacements will be temporarily paused. If your card is lost or stolen, your account will be blocked. <i>If you need a replacement card immediately, one will be issued via a special process when you call J.P. Morgan for assistance.</i>	3/16/2017	3/20/2017
Interactive Voice Response (IVR) System	The ability to set or re-set PINs via the IVR system will be temporarily paused, and data provided via the system will reflect account information as of 3/16/2017.	3/16/2017	3/20/2017
Rewards Points Information or Status	Activity information updates will be temporarily paused. J.P. Morgan Cardholder Services will only have access to account information that is current through 3/16/2017.	3/17/2017	3/21/2017
Credit Balance Refunds	Processing of credit balance refunds will be temporarily paused.	3/16/2017	3/20/2017
Making Payments	Processing of all payments will be temporarily paused. <i>Payments held between 3/17 and 3/19/2017 will be processed with the original transaction receipt date and posting date of 3/20/2017.</i>	3/17/2017	3/20/2017
General Inquiries	Account activity updates will be temporarily paused. J.P. Morgan Cardholder Services will only have access to account information that is current through 3/16/2017.	3/17/2017	3/20/2017