



PO Box 17156
Wilmington, DE 19850-7156



MARTIN J GRUNDER JR



You recently contacted **Chase** with questions or concerns about your credit card account. At Chase, our goal is to provide you with high quality products and service. While we hope that you have a positive view of your relationship with us, we realize that there is always room for improvement. To insure that you receive the highest quality of service now and in the future, we would like your opinion of how effectively we handled your inquiry.

We hope that you will take a few minutes to complete the attached questionnaire, which asks about your experiences with Chase. Only a select number of customers were chosen to receive this questionnaire, and your response is very important.

We want to thank you in advance for sharing your opinion with us. Please use the postage-paid envelope when returning the questionnaire. Your participation now will help us provide you with the best possible products and service in the future.

Sincerely,

Chip Hill
Senior Vice President, Customer Experience