

# PREPAID CARD PROGRAM ENHANCEMENT – UCARD CENTER WEBSITE

J.P. Morgan prepaid cardholders will soon have a new online account management tool designed to provide a best-in-class cardholder experience.



Later this year, the current cardholder website will be replaced by UCard Center.

With UCard Center, cardholders will continue to have access to all the convenient features of the current website. Additionally, UCard Center will enable cardholders to perform several new self-service functions, including:

- Activating their card
- Requesting replacement cards
- Downloading program training materials
- Viewing pending transactions, and more

A new user interface will make navigating the site easier than ever.

UCard Center further demonstrates J.P. Morgan's ongoing commitment to providing quality tools and resources for its prepaid card clients and their cardholders.

## Frequently Asked Questions

### **When will the UCard Center cardholder website be implemented for my program?**

The UCard Center cardholder website will be implemented for your program on December 8, 2012. After that date, cardholders attempting to log on to the current website will be re-directed to the UCard Center website.

### **How will cardholders be notified about the UCard Center website?**

Beginning in June, a "Coming Soon" message began appearing on the current website's log on page. This message provides a link to an informational document about the UCard Center website.

Once the UCard Center website is implemented, cardholders logging onto the current website will be re-directed to the UCard Center home page.

### **Will a cardholder's current User ID and password transfer over to the UCard Center website?**

No. As an added security measure, all cardholders will be required to register on the new UCard Center website by selecting a User ID and password.

### **Are there any costs associated with implementation of the UCard Center website for me or my cardholders?**

No, there are no fees incurred by you or your cardholders for implementation of the UCard Center website.

For more information about the UCard Center website, please contact your J.P. Morgan representative.

**J.P.Morgan**