MICROSOFT® MONEY 2003-2004:
JPMORGAN CHASE BANK TO CHASE
UPDATING YOUR BANK ACCOUNT ACCESS

Due to an upgrade to the JPMorgan Chase Bank system, you will need to modify some information in your Money software. To maintain uninterrupted access to your account information, **please complete the following steps before January 24, 2006.**

NOTE: If you wait until after January 24, 2006 to update your information, your Money access will not work properly.

STEP 1	ENROLL AT CHASE.COM AND ACTIVATE MICROSOFT MONEY

To access Chase.com using your Microsoft Money software, you will need to get a User ID and Password for Chase.com, and then activate Money at Chase.com.

If you have never enrolled in Chase.com - never accessed your accounts directly through the Chase.com website - then follow the directions below.

Get a Chase.com User ID and Password
1. Go to Chase.com with your Internet Browser.
2. Select the blue **Enroll** button in the upper left hand corner.
3. Follow the Enrollment steps to create a Chase.com User ID and Password for your personal accounts, business accounts, or both.

Once you have enrolled, login to Chase.com using your Chase User ID and Password and follow the directions below.
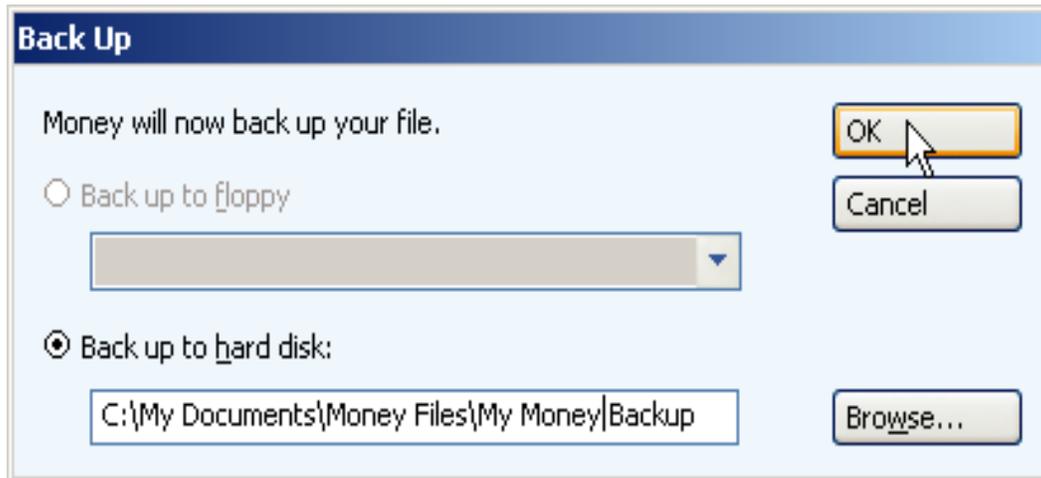
Activate Money at Chase.com
1. Go to the Customer Center page and select the **Activate Quicken, Money, etc.** link.
2. Review the legal agreement page. The fee disclosure will be part of the legal agreement. You must select the **I Agree** button to proceed.
3. Select your primary account from the drop-down list. Select the **Activate** button to proceed.
   * If you select a Basic One or College Checking account you will be presented with the Bill Pay fee notification. You must select **I accept** or you will not be able to activate your PFM service. BILL PAY FEES WILL NOT APPLY IN THIS CASE. YOU WILL BE CHARGED ACCORDING TO THE PFM FEE SCHEDULE.
4. You have now activated Microsoft Money with Chase and you will see the Confirmation page.

STEP 2	BACK UP YOUR CURRENT MICROSFT MONEY DATA

1. Back up your current Microsoft Money data. On the File menu, click **Backup**.

2. Follow the instructions that appear on the screen

Back Up

Money will now back up your file.

○ Back up to floppy

⦿ Back up to hard disk:

C:\My Documents\Money Files\My Money|Backup

[OK] [Cancel] [Browse...]

STEP 3	DOWNLOAD AND ACCEPT TRANSACTIONS

Note: If you are currently accessing online accounts under more than one User ID you must follow the steps in this guide for each User ID separately.

Download and Accept the Last Transactions

Go online to perform one last download. This ensures that Money records all history in your account in your account register. Download all transactions and then add this data to your account register.

1. On the **Tools** menu, point to **Internet Updates** and then click **Update Now**.
2. Select **JPMorgan Chase Bank** and enter your password.
3. Click **Connect**.
4. IMPORTANT: At this time, do not click any links in the Call Summary area or the Online Services Manager that prompt you to update your online services.
5. After the statement download, go through the reconciliation process and accept all the transactions, if applicable.
6. Read and accept all downloaded messages and transactions.

   Note: If an error occurs while you are online, please keep trying until you are successful.

| STEP 4	DELETE ANY OUTSTANDING PAYMENT INSTRUCTIONS

NOTE: If you don't use online bill payment with your account, please skip this section and go to Step 5.

If you use online bill payment with your account, you will need to delete all pending and repeating online payments that you have scheduled through JPMorgan Chase Bank.

Any scheduled payment that you can't cancel due to insufficient time will continue to be processed and paid. Any payment you cancel will not be paid, but we'll show you how to reschedule those payments a little later.

Cancel your pending Automatic Payments (Apays):

1. Click **Bills** or **Bills & Deposits List**.
2. Right-click the recurring bill with the automatic payment (Apay) you want to cancel.
3. Click **Cancel Automatic Payment**.
4. Send the cancellation instructions by clicking **Cancel Apay Series**.
5. Repeat for each automatic payment in the Bills list.
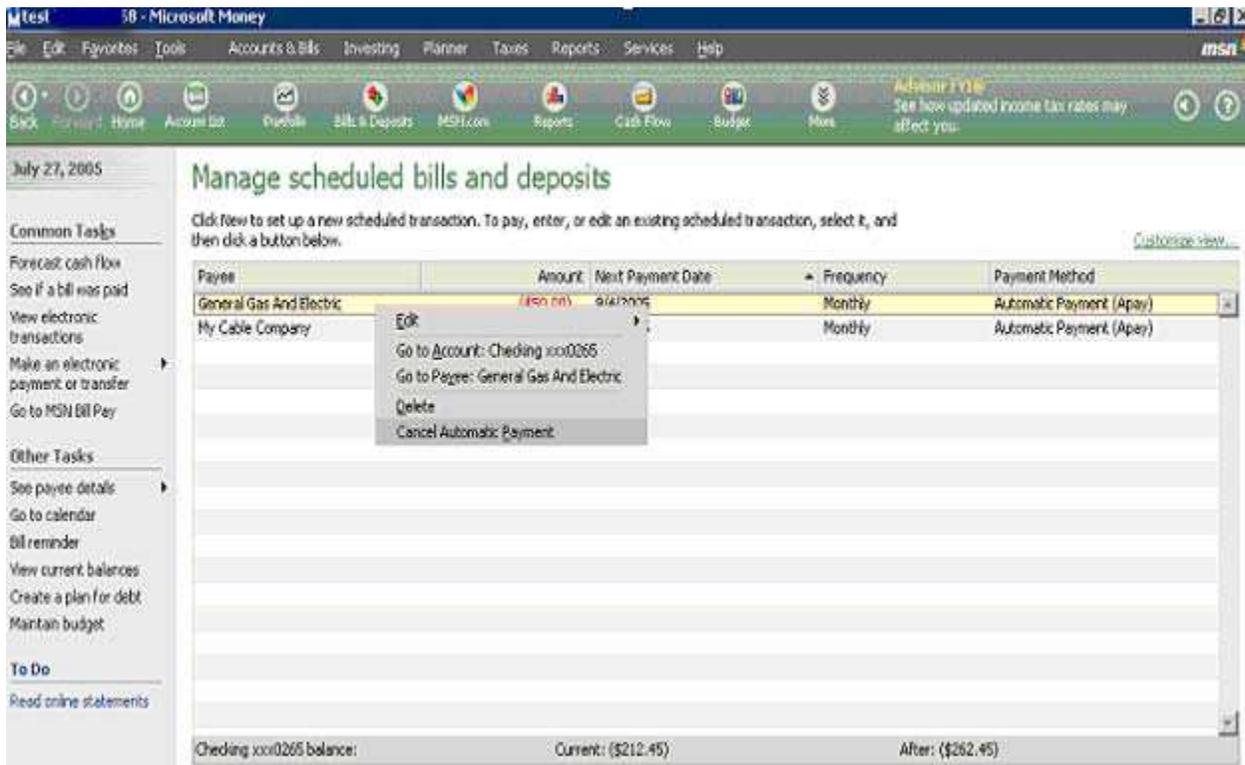
Note: Microsoft Money will send your request immediately after you create a request to cancel an Apay series. Your payments will remain in your Bills & Deposits List area as a non-electronic transaction so that you can re-set them as Apays after you re-enable your accounts for service with **Chase**.

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Cancel your pending Payments (Epays):

1. Click **Bills** or **Bills & Deposits List**.
2. Click **View Electronic Transactions**.
3. Select the payment you want to cancel and then click **Cancel Payment**.
4. Send the cancellation request by clicking **Cancel Payment** again.
5. Repeat for each electronic payment that you want to cancel.

   Note: If an error occurs while you are online, please keep trying until you are successful.

Update Your Account Information

1. On the Accounts & Bills menu, click **Online Services Manager**.
2. Click the Modify Services link to the right of JPMorgan Chase Bank.
3. Select the **No, I want to discontinue using online services at JPMorgan Chase Bank** option, and then click **Next**.
4. Click **Done** on the Disable Online Services screen.
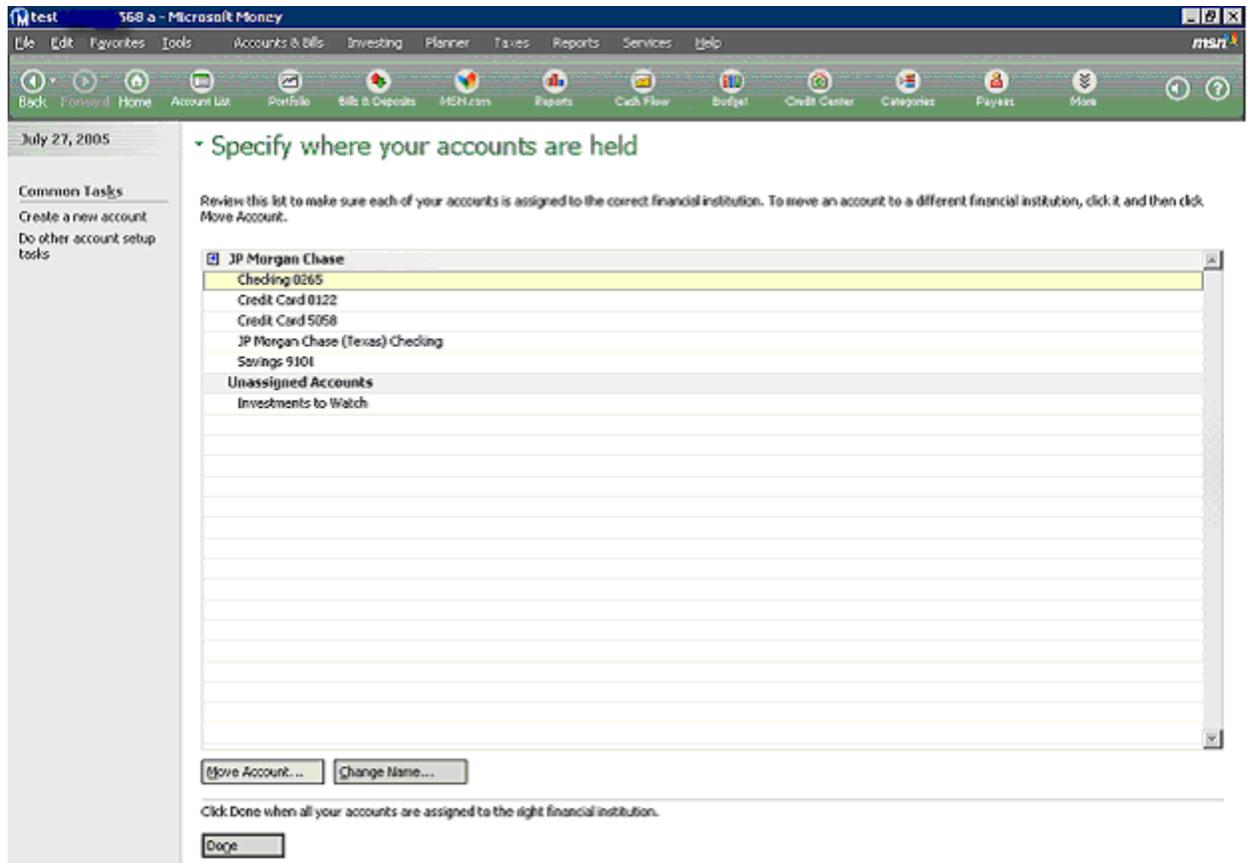5. Money will display a pop-up box, to confirm canceling online services. Click **Yes**.
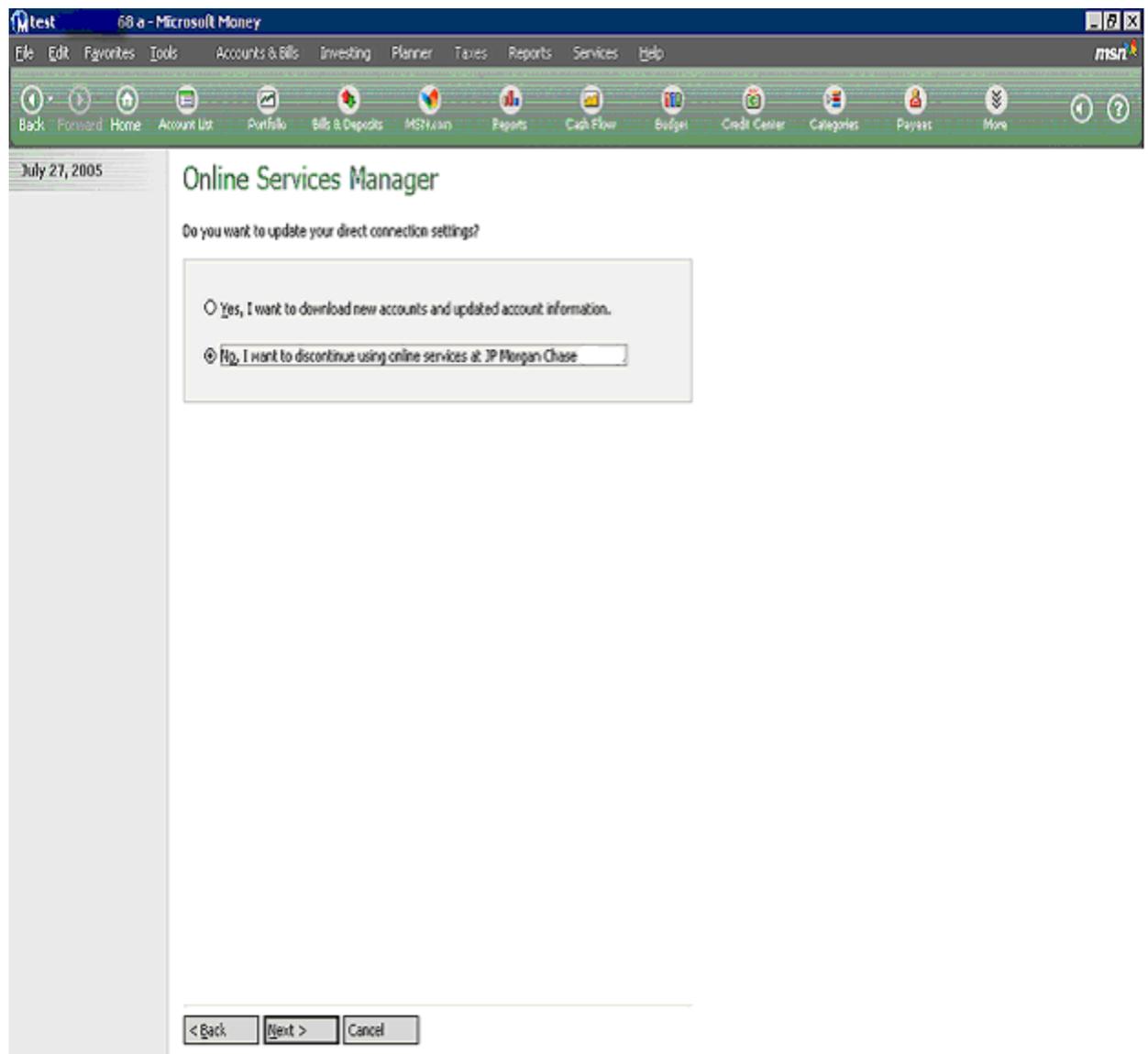
STEP 6	ACTIVATE YOUR ACCOUNTS WITH CHASE

Setup Services with Chase

1. On the Online Service Manager screen, click **Specify where accounts are held**, under Common Task.
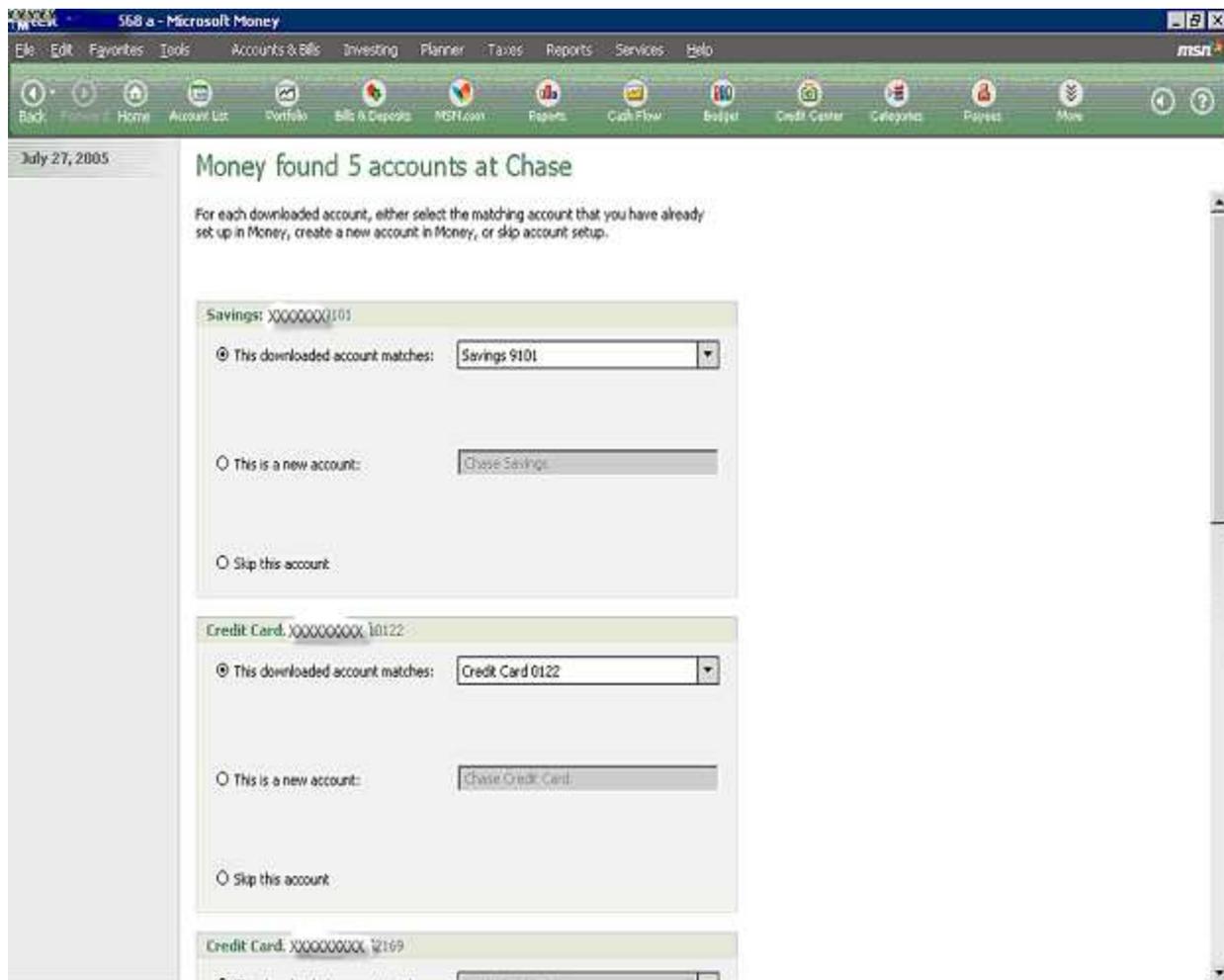2. Select a Chase account and click **Move Account**.

3. Next to **Held at**, change the name from JPMorgan Chase Bank to Chase. Then click **OK**.
4. Repeat Steps 2-3 until all your Chase accounts are listed under Chase. Then click **Done**.
5. On the Online Service Manager screen, click **Change financial institution** to the right of **Chase**.
6. From the list of banks, choose **Chase**. **Note: Do not select JPMorgan Chase Bank.**
7. Click **Next**.
8. Enter your Chase.com User ID and Password in the appropriate fields.
   - If you want Money to remember your password, click **Yes** when the dialog box, **if you chose to save your online passwords make sure your file cannot be accessed by others...** appears.
   - Otherwise, Click **No** and clear the **remember my password** check box.
   - Click **Next**.

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STEP 7	MATCH YOUR ACCOUNTS IN MONEY

1. The Online setup screen will display the **Match the downloaded accounts to your accounts in Money** dialog box. If the downloaded account does not match an existing account, click **New Account** to create a new account in Money.

2. Follow the steps on the screen to match your previous accounts in Microsoft Money with the list of accounts downloaded from **Chase**.

3. Microsoft Money provides options of the historical information that you want to download. Change the option to **Last 7 Days** then click **Next**.

4. Click **Done**. Microsoft Money will display a call summary and start to download statement information.

5. Due to our conversion, you may download duplicate transactions.

- Select the Duplicate transaction, then right click the mouse and select **Mark As** and then select **Void**.
- The transaction amount will remain but the balance will say VOID for that transaction line.

NOTE: If you don't use online bill payment, please skip section 8 and you have completed your changes.

Do not perform the following steps until you have completed steps 1-7.

If you voided any Epays earlier, here's how to reschedule them:

1. From the Money **Home** page, Click **Bills** or **Bills & Deposits List**.
2. Click **View Electronic Transactions**.
3. Note the payments marked **VOID** in the Status field.
4. Create a new Epay transaction for each voided payment following your regular methods.

- Under **Common Task**, select **Make a one-time payment or transfer**, then select Make an **electronic payment**.
- Select your Payee and your Chase checking account. Verify that the online Payee address and account number are correct.
- Click **Schedule Payment**. Money will connect to Chase and send your payment.
- Click **OK**, after the payment is submitted.
- Repeat for each payment you canceled previously.

Note: Do not re-create any payments that were instances of automatic payments. You will re-create these next.

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STEP 8	RECREATE YOUR PAYMENT INSTRUCTIONS

NOTE: If you don't use online bill payment, please skip section 8 and you have completed your changes.

Do not perform the following steps until you have completed steps 1-7.

If you canceled any Apays earlier, here's how to reschedule them:

1. Click **Bills or Bills & Deposits**.
2. Select the transaction you previously enabled for **Apays** and now shown as **Write Check** in the **Payment Method** column.
3. Click Edit and then click **Edit Bill Series**.
4. Click the address link display to the right of the **Pay To**: field. Verify the address and then click **Ok**.
5. Click **account number** and verify that the account number is correct.
6. Change the payment method to **Automatic Payment (Apay)**.
7. Put a check mark in the **This series will end at some point in time** check box.
8. Complete the **Number of transactions remaining** or **Date of final transaction** fields.
9. Click **Submit Payment Online**.
10. If Microsoft Money shows a **Payment Confirmation** screen, verify the information is correct and click **OK**.

THANK YOU FOR MAKING THESE IMPORTANT CHANGES!

If you have any questions regarding these instructions, please contact us at 1-877-554-7741. You may also visit the **Chase** website at Chase.com, or refer to Microsoft Support web site at http://www.microsoft.com/money/support.mspx.