

J. P. MORGAN ELECTRONIC FINANCIAL SERVICES, INC.

Client Internet Access... for WEB Admin

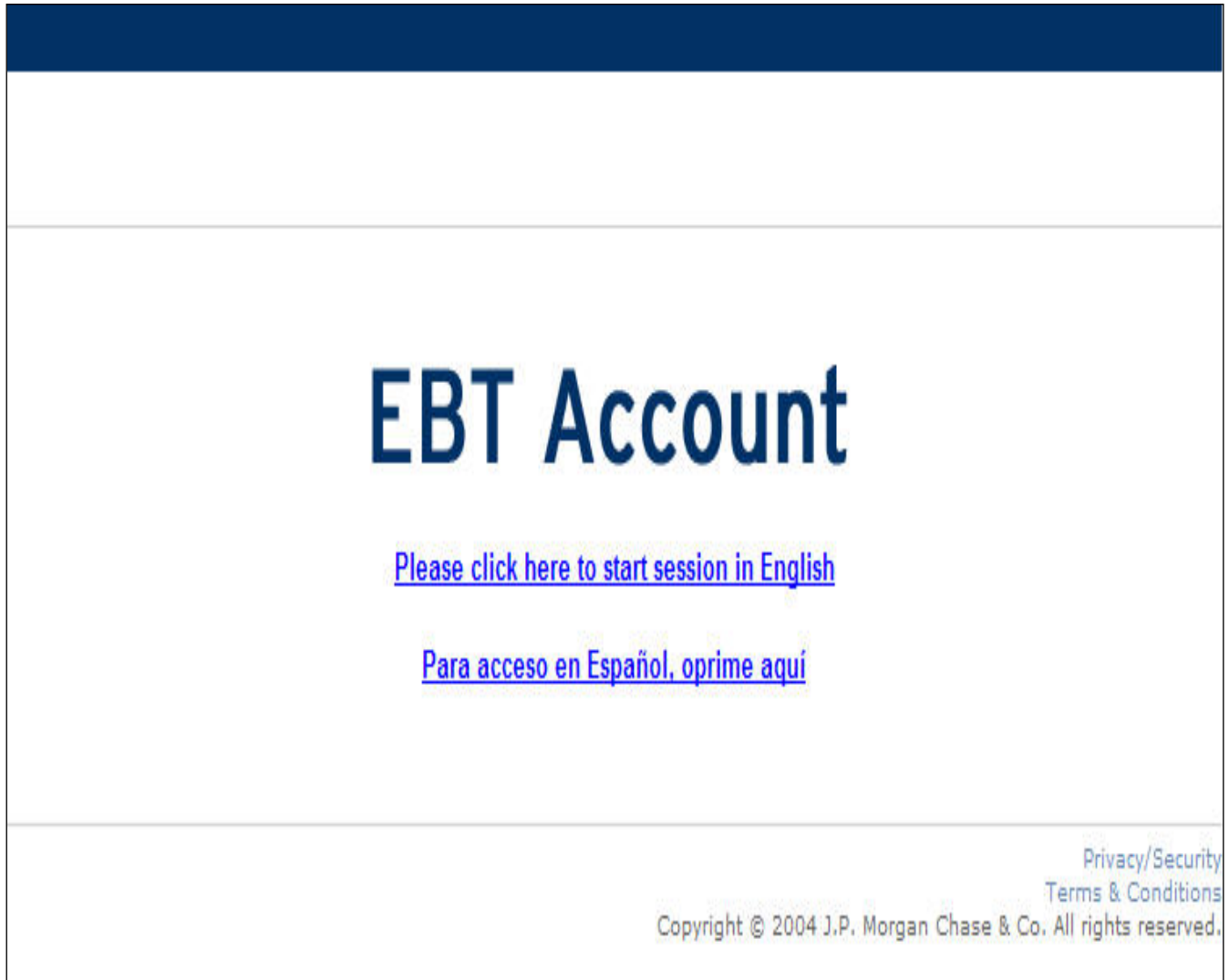
[www.ebtaccount.jpmorgan.com](http://www.ebtaccount.jpmorgan.com)

# EBT Account ine

- **WHAT CAN YOU DO?**
  - Select Language Preference - English/Spanish
  - Login w/ (Active) Card # & PIN
  - View account balance
  - View detailed transaction history
  - Search/Filter Transactions
  - Correspond with Customer Service
  - Change cardholder PIN
  - Access Help/FAQ

# EBT Account

## Language Selection



**EBT Account**

[Please click here to start session in English](#)

[Para acceso en Español, oprime aqui](#)

[Privacy/Security](#)  
[Terms & Conditions](#)

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- **Application supports both English and Spanish**
  - Clicking on the appropriate language link opens log-in page in selected language

# EBT Account

## Sign On

EBT Account

### EBT Account Sign On

Card Number: 9409200290123456

PIN: ●●●●

Check this box to save your sign on information (but not your PIN) securely on this computer.

[Cancel](#) [Sign On](#)

\* EBT Account is a registered service mark

[Privacy/Security](#)

- Users can create a user ID that saves their card number on their PC
  - Card number is encrypted on PC to prevent fraud
  - PIN is never stored on PC or transmitted “in the clear”

# EBT Account

Home

The screenshot shows the EBT Account website interface. At the top right, there are navigation links: [sign off](#), [home](#), [print](#), [customize](#), [site map](#), [summary record](#), and [Privacy](#). The main content area is titled "Account Information". On the left, under "ACCOUNT INFORMATION", there are three underlined links: [See Account Summary](#), [See Account Details, Activity & Online Statement](#), and [Download Account Activity](#). On the right, a pull-down menu is open, showing a search box "What would you like to do?" and a list of options: "ACCOUNT INFORMATION" (with sub-items "See Account Summary", "See Account Details, Activity & Online Statement", and "Download Account Activity"), "CUSTOMER SERVICE" (with sub-items "Change PIN", "Messages", "Read New Messages", "Send a Message", and "Read Saved Messages"), and "Customize Screen" (with sub-item "site map").

Users select the information they'd like to see.

- Users simply click on an underlined function, or they may choose it from the pull-down box to the right.
  - Users may customize the order of options on the dropdown menu

# EBT Account

## Account Summary

[sign off](#) [home](#) [print](#) [site map](#) [summary record](#) [Privacy](#)

What would you like to do? ▼

[Account Information](#) [Customer Service](#)

See Account Summary

Account (s)	USD 0.00	on deposit
<a href="#">Food Stamp</a>	USD 0.00	on deposit
	USD 0.00	available now
<a href="#">Cash</a>	USD 0.00	available now
	USD 0.00	on deposit

[Menu](#) [View Record](#) [Home](#) [Sign Off](#)

Balances for available accounts are shown.

- Balances are shown for all accounts available to the cardholder

# EBT Account

## Account Details

sign off home print site map summary record Privacy

What would you like to do?

Account Information Customer Service

SEE ACCOUNT DETAILS, ACTIVITY & ONLINE STATEMENT

Details Select an account..

Food Stamp:  
USD 0.00 on deposit  
USD 0.00 available now

Menu Account Summary View Record

Sort Order: Select a sort order...

Online Statement

Date	Description	Debits	Credits
01-14	CASH CONV.		USD 0.00
01-14	CASH CONV.		USD 0.00
11-29	CASH CONV.		USD 0.00

Menu Account Summary

Click here to create an online statement.

- All transaction history that is available on host can be viewed here
- Clicking on a column heading changes the sort order
- Other accounts can be viewed using the drop-down menu
- Users can select to create an "online statement" from this page

# EBT Account

## Online Statement

[sign off](#) [home](#) [print](#) [site map](#) [summary record](#) [Privacy](#)

What would you like to do?

[Account Information](#) [Customer Service](#)

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**ONLINE STATEMENT**

Please select which activity you would like to see for Food Stamp:  
All your available recent activity will be searched, however, transactions may not be available for the dates you requested.

Specific dates: (Available dates are from 12-21-2003 to 06-17-2004)

First or Single Date:  Ending Date:  [Search](#)

[◀ Back](#)

- Statements can be created for up to 90 days of previous activity

# EBT Account

## Download Activity

sign off home print site map summary record Privacy

What would you like to do?

Account Information Customer Service

**DOWNLOAD ACCOUNT ACTIVITY**

Save Activity:  Since last download  
 From date  To   
(Available dates are from 12-21-2003 to 06-17-2004)

For:  All available accounts  
 Selected accounts

Food Stamp: USD 0.00 on deposit  
 Cash: USD 0.00 on deposit

Format:

[Menu](#) [Help](#) [Download File](#)

Users can choose from multiple download formats.

- Account activity may be downloaded for storage or importing into other programs
- Many common file formats are available:
  - Quicken, MS Money, MS Excel, Comma Separated Values

# EBT Account

## Customer Service

[sign off](#) [home](#) [print](#) [site map](#) [summary record](#) [Privacy](#)

What would you like to do?

[Account Information](#) [Customer Service](#)

**CUSTOMER SERVICE**

- [Change PIN](#)

**Messages**

- [Read New Messages](#)
- [Send a Message](#)
- [Read Saved Messages](#)

[Privacy/Security](#)

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Users can correspond with Customer Service

- Users may change their PIN or correspond with Customer Service
- PIN Changes are effected real-time
- Users can store sent/received messages indefinitely online
- Messages are typically responded to within 24 hours

# EBT Account

## PIN Change

[sign off](#) [home](#) [print](#) [site map](#) [summary record](#) [Privacy](#)

What would you like to do? ▼

[Account Information](#) [Customer Service](#)

**CHANGE PIN**

Old PIN: [mask]

New PIN: [mask]

Re-enter New PIN: [mask]

[Menu](#) [Cancel](#) [Change PIN](#)

Changing a PIN online is faster than calling Customer Service!

- Users must know their current PIN to change (required to signon)
- PIN changes are executed real-time
- No limit to number of PIN changes

# EBT Account

## Sending Messages

sign off home print site map summary record Privacy

What would you like to do?

Account Information Customer Service

**SEND A MESSAGE**

Date: 06-18-2004

Subject: Select a subject..

- Select a subject..
- Card Delivery Inquiry
- Claim Status Inquiry
- Customer Reply
- Customer Satisfaction / Complaints
- Deposit only Inquiry
- Other Inquiries
- Register a Claim
- Suggestions & Comments
- Transaction Inquiry

Save a copy of this message

[Menu](#) [Discard This Message](#) [Send This Message](#)

Pre-defined topics help route messages to appropriate staff.

- A number of pre-defined message topics exist to route message to appropriate staff and speed response.
- Cardholders may use these messages to begin a claim inquiry

# EBT Account

## Reading Messages

The screenshot shows a web interface for an EBT account. At the top right, there are links for [sign off](#), [home](#), [print](#), [site map](#), [summary record](#), and [Privacy](#). Below these is a dropdown menu labeled "What would you like to do?" with a downward arrow. The main content area is divided into two sections: "Account Information" on the left and "Customer Service" on the right. A green header bar reads "Read New Messages". Below this, it says "Here are your new messages:". A table lists six messages with columns for "From", "Subject", "Date", and "Reference No.". At the bottom left, there is a "Menu" link with a left-pointing arrow, and at the bottom center, there is a "Delete Checked Messages" link.

From	Subject	Date	Reference No.
mmyers	<a href="#">RE: Transaction Inquiry</a>	06-18-2004	35JBBX7H
jsmith	<a href="#">RE: Card Delivery Inquiry</a>	06-18-2004	35JBBX7H
rtaylor	<a href="#">RE: Other Inquiries</a>	06-18-2004	35JBBX7H
mmyers	<a href="#">RE: Transaction Inquiry</a>	06-18-2004	35JBBX7H
msingh	<a href="#">RE: Customer Satisfaction/Complaints</a>	06-18-2004	35JBBX7H
mmyers	<a href="#">RE: Transaction Inquiry</a>	06-18-2004	35JBBX7H

Messages are stored on system servers, not on user PCs.

- Users simply click on a message to read it.
- All messages are securely stored on JPMorgan EFS servers

# EBT Account

Log-off

[sign off](#) [home](#) [print](#) [site map](#) [summary record](#) [Privacy](#)

What would you like to do?

[Account Information](#) [Customer Service](#)

Thanks for visiting. It's always a pleasure serving our customers!

Would you like to see a summary of your transactions?

[Yes](#) [No](#)

When logging off, users can see a summary of activity

- After leaving the application, the browser window will close for the user's security
- Users can review a list of all session activity when logging off