C. COMMUNITY REINVESTMENT GOALS

***Financial institution's annual Community Reinvestment Goals should include information on the number of small business loans, home mortgages, home improvement loans, and community development investments to be made within low and moderate-income neighborhoods <u>within the City of Philadelphia. Do not submit</u>* <u>metropolitan statistical *area (MSA) data that includes areas outside of the City of Philadelphia.*</u>**

1. Provide an overview of the financial institution's annual Community Reinvestment Goals and confirm most recent CRA rating.

J.P. Morgan Chase Bank N.A. (Chase) has a proven history of commitment to the goals of the Community Reinvestment Act (CRA) – to ensure that credit is available to all communities, including those that are low- and moderate-income (LMI). Additionally, the bank has long supported economic development, affordable housing, support services, education, and other community development initiatives by partnering with non-profit organizations and financial intermediaries devoted to these areas.

The most recent CRA examination, completed by the Office of the Comptroller of the Currency, covered CRA activities from January 1, 2020 – December 31, 2023, with an overall Outstanding rating. In addition to the overall bank rating, the Philadelphia-Reading-Camden, PA-NJ-DE MMSA, Chase received an Outstanding rating.

2. Provide the number of small business loans, home mortgages, home improvement loans, and community development investments to be made within low and moderate-income neighborhoods within the City of Philadelphia as reported to HMDA in 2025.

Type	2024 Results	2025 Results	2026 Goals
Small Business Loans	1495	N/A	N/A
Home Mortgages	118	N/A	N/A
Home Improvement Loans	1	N/A	N/A
Community Development Investments	0	N/A	N/A
Other (Please define if include)	N/A	N/A	N/A

If applicable, please provide context for a decline in actual results from 2024 to 2025 and/or a decline from 2025 results to 2026 goals.

3. **Provide the total number (count) and dollar amounts of residential mortgages, home improvement loans, small business loans and community development investments made in the City of Philadelphia as reported to HMDA in 2024.**

Calendar Year 2025

Number of Loans by Income

Type	Low	Mod	Mid	Upper	Unclassified	Total
Residential Mortgage	29	89	53	86	11	268
Home Improvement	1	0	2	1	0	4
Small Business Loans	290	1,205	1,409	3,108	110	6,122
Community Development	0	0	0	0	0	0
Other (please define if include)	0	0	0	0	0	0
Total:	320	1,294	1,464	3,195	121	6,394

Value of Loans ($) by Income

Type	Low	Mod	Mid	Upper	Unclassified	Total
Residential Mortgage	6,395,000	20,812,000	15,495,000	47,428,000	2,342,000	92,472,000
Home Improvement	148,000	0	275,000	310,000	0	733,000
Small Business Loans	2,989,825	14,328,001	14.862.250	32,482,886	1,300,400	65,963,362
Community Development	0	0	0	0	0	0
Other (please define if include)	0	0	0	0	0	0
Total:	9,532,825	35,140,001	15,770,000	80,220,886	3,642,400	159,168,362

4. **Provide information on other types of community development investments made in neighborhoods within the City of Philadelphia (for example: Grants, Education, Public or related Commercial Development).**

Chase has long supported economic development, affordable housing, support services, education, and other community development initiatives by providing grants to non-profit organizations and financial intermediaries devoted to these areas. In addition, the bank has been a leader in designing and fostering innovative programs to meet the changing needs of its communities. During this period Chase provided approximately $724,500 in grants to non-profit organizations located throughout the City of Philadelphia for community development purposes. Chase also provided over 900 CD services during this period, which included financial education, credit counseling, and home buying workshops.

5. **Briefly describe any lending outreach programs geared toward minorities, low-income individuals, women, or immigrants. This description should include the targeted community, the type of product (i.e. commercial, home lending, unsecured consumer) and any program outcomes.**

In October 2020, JPMorgan Chase announced the $30 Billion Racial Equity Commitment to help close the racial wealth gap among Black, Hispanic and Latino communities. The firm is bringing together its business, philanthropy, policy and data expertise to help close the racial wealth gap and drive inclusive growth.
The five-year Commitment includes lending, equity and direct funding to help increase sustainable homeownership, expand affordable housing, grow small businesses, support diverse suppliers, improve financial health and access to banking and build a more diverse and inclusive workforce

JPMorgan Chase has deployed or committed more than $13 billion of its $30 billion goal to help close the racial wealth gap. This is largely driven by homeownership refinance and affordable rental housing preservation, which were existing products and processes where the firm took immediate action to do more. While there is more work to do, below is an update on the Commitment.

• Mortgage Refinance: Given the historically low rate environment, the firm quickly helped homeowners save money on their monthly mortgage payments by refinancing 16,000 of the 20,000 incremental loans goal, $4 billion to date.
• Homeownership: Hired more than 130 Community Home Lending Advisors, expanded the homebuyer grant program to $5,000 in 6,700 minority neighborhoods nationwide and enhanced mortgage products to create better access to credit through pricing improvements and credit expansion.
• Affordable Rental Housing: Funded more than $6 billion in loans to help preserve more than 60,000 affordable housing and rental housing units across the U.S. Also approved lending of $1 billion for the new construction and rehabilitation of affordable housing for low- and moderate-income households.
• Grow Small Business: Hired more than 20 diverse senior business consultants to provide free one-on-one coaching for business owners in 13 U.S. cities and have mentored more than 900 small business owners so far. • Financial Health: Helped customers open more than 200,000 low cost checking accounts with no overdraft fees. Opened nine Community Center branches and hired 72 Community Managers in underserved communities to build and nurture relationships with community leaders, nonprofit partners and small businesses.
• Minority Depository Institutions (MDIs) and Community Development Financial Institutions (CDFIs): Invested more than $100 million of equity in 14 diverse-owned or - led MDIs and CDFIs that serve more than 87 communities in 18 states and the District of Columbia.
• Workforce: Grew partnerships with Historically Black Colleges and Universities from 3 to 17 to deepen the firm's recruiting partnerships, expand curriculum development, scholarships and mentorship programs. The firm pledged to hire 4,000 Black students by 2024. It has hired more than 3,800 Black students as interns, fellows and entry-level analysts and is on track to surpass the original goal.
• Philanthropy: Committed $128 million of its five-year, $2 billion philanthropic target, which includes grants, low cost loans and direct equity. The firm is on pace to allocate its full year target of more than $400 million by the end of the year.

6. **Disparities in Lending: Attach a long-term strategic plan to address disparities in the Bank's or Financial Institution's lending and investment activities. Please include reference to any products or services offered to address such disparities that may be indicated in the City's most recent annual lending study.**

   Label this document "Appendix II – Long-Term Strategic Plan." If disparities are not indicated in the study, then a strategic plan on programs, lending, and branching patterns should be submitted. Label this document "Appendix II – Long-Term Strategic Plan".

   All depositories are required to respond per Chapter 19-200 as referenced:

   "*Each depository shall also provide the City with a long-term strategic plan to address disparities in its lending and investment activities. The strategic plan shall address how the depository will match or exceed peer lending performance in targeting capital access and credit needs disclosed in disparity studies commissioned by the City."*

JPMorgan Chase & Co.

Building Careers and Skills

A prosperous and inclusive job market is the foundation of a strong economy. As an employer with more than 300,000 employees across 100 global markets, we're committed to transforming how we prepare our employees and others to compete for well-paying jobs and successful careers. To do this, we're supporting and developing career-connected education, skills training and policy solutions that connect job seekers to opportunities at JPMorgan Chase and in communities around the world. We also invest in our employees by providing first-class benefits and access to quality healthcare while also investing in companies that are driving innovation in employer-sponsored healthcare.

Creating an Inclusive Workforce

We're helping advance career pathways for all, and we remain fully committed to an inclusive workforce and driving equitable access to opportunities through our hiring, training, development and retention efforts. We remain focused on fostering a culture that respects and champions all our employees, including, without limitation, those with diverse backgrounds and perspectives.



Second Chance Initiative: We're committed to giving a second chance to the one in three Americans with criminal backgrounds by supporting their reentry into the workforce, community and local economy. We strive to provide these individuals with access to sustainable economic opportunities, to encourage more employers to tap into the talent pool of qualified candidates with criminal records, and to support common-sense policy solutions that will help millions of Americans access a second chance to participate in the economy. In 2023, we hired over 3,000 individuals with a criminal record – nearly 10% of our new hires in the U.S.

Equipping individuals with Skills, Work-Based Learning and Credentials



Career Readiness and Experience: Through support for apprenticeship programs, work-based learning opportunities in high school and higher education, and youth career and college readiness initiatives, we're helping prepare young people in grades K-12 with the skills and experiences needed to compete for and access high quality careers. This includes our Global Career Readiness Initiative, a $75 million, five-year global initiative to expand access to economic opportunity for young people from underserved communities. Also, for employees who want to build new skills and prepare for future roles, we offer programs to help fund their education.

Leveraging Insights and Data to Advance Policy Solutions

We support advancing a broad policy agenda to promote high-quality career pathways through improving education and workforce systems, and building durable partnerships between local school systems, post-secondary institutions, education and workforce development agencies, and employers.



Policy Recommendations: In 2023, the JPMorgan Chase PolicyCenter released briefs on key federal legislation, laying out recommended updates to the Higher Education Act, the Workforce Innovation and Opportunity Act and the National Apprenticeship Act to align educations and skills with job opportunities for more people.

Investing in the Wellbeing of Our People

We recognize that our employees can only thrive with the support and resources to take care of themselves and their families. The health and wellbeing of our people are a top priority, which is why we're focused on improving the quality, equity and affordability of employer-sponsored health care.



The Employee Experience: We offer locally competitive and comprehensive benefits plans focused on keeping insurance affordable, and help all employees better manage their health through market-leading wellness programs. We're also continually enhancing our benefits to support our employees through life's biggest moments – from saving for college to planning for retirement, our programs support their financial health, while also supporting their physical and mental health. This includes 16 weeks of parental leave for both parents, family-building assistance to help with the high costs of adoption, surrogacy and fertility expenses, and four weeks of paid time off to care for a seriously ill family member. We also offer an extensive mental health program ranging from preventive care to counseling to crisis care.

By the numbers

(2019-2023)

2M+
individuals supported through learning and career programming

394,00+
Individuals placed into employment, internships or apprenticeships

211,000+
Individuals earning credentials, licensures, or certifications

32,200+
Instances of employers engaged in expanding career pathways and economic opportunity

9.7 Million
Training courses completed by our employees and over
7.4 million
hours of training in 2023

500+
Certificate, associates, bachelors, masters, executive education and language learning programs available to our employees through our U.S. Education Benefit Program

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JPMorgan Chase & Co.

The Power of a Second Chance

One in three Americans has an arrest or conviction record, creating significant barriers to employment for millions of working-age adults. This represents a large talent pool companies could be tapping to fill job openings across the country. Keeping this population on the sidelines after fulfilling their justice system obligations costs the U.S. economy nearly $87 billion annually. These costs are borne by individuals, their families, and communities throughout the U.S.

If you paid your debt to society, you should be allowed to work. JPMorgan Chase has worked to remove barriers to employment and create opportunities for people with records as part of our inclusive hiring strategy. As a result, 10% of our new hires in the U.S. over the last three years have been individuals with criminal records that pose no risk to safety and soundness.

We urge Congress to accelerate commonsense reforms that remove employment, financial, and legal barriers in order to create greater economic opportunity for this population.

Second Chance by the numbers

3,000+	JPMC new hires with records in 2023	**$87B**	annual cost to the economy due to people with criminal records unemployed or underemployed
50+	large firms in the Second Chance Business Coalition	**20%**	typical pay increase from a "Clean Slate" record clearing

How JPMorgan Chase is reducing barriers to employment

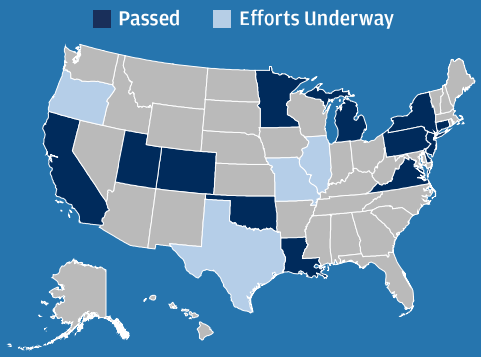
- In 2018, the firm "banned the box," removing the question about criminal backgrounds from job applications, conducting **individualized assessments** only after a conditional offer of employment has been made.
- JPMorgan Chase launched **community hiring models** in cities where we have large employee footprints. To date, we have launched models in Chicago, Illinois; Columbus, Ohio; Wilmington, Delaware; Detroit, Michigan; and Phoenix, Arizona to work with local community and legal-aid partners to support job candidates, including those with a criminal background, in finding employment at the firm.
- As a part of the firm's efforts to drive long-term change, JPMorgan Chase has supported commonsense policy reform, detailed in the right sidebar.

Public, private and non-profit partnerships are vital for lasting change

- In 2021, JPMorgan Chase co-founded the Second Chance Business Coalition, a cross-sector group bringing together large employers committed to expanding their own second chance hiring efforts and sharing best practices for recruitment and advancement strategies. The coalition is currently made up of 50 large companies, representing businesses across the U.S.
- We host pro-bono expungement clinics at community branches, including in Chicago, Columbus and Wilmington, which helped hundreds of residents begin the expungement process. More clinics are planned for cities across the U.S. in 2024.
- To date, we announced over $15 million in **community investments** to support people with criminal backgrounds in cities including Chicago, Detroit, Nashville, New York, Seattle and Wilmington. These investments are focused on career development, financial health, and entrepreneurship, as well as to encourage more companies in growing industries to enhance their second chance efforts.

Second Chance Policy Agenda

Clean Slate Legislation



- **Clean Slate in the States:** The process for sealing or expunging eligible records is costly, complex, and time consuming, creating barriers to employment, housing, and education. With support from JPMorgan Chase, Clean Slate laws have passed in Michigan, New Jersey, Virginia, Connecticut, Delaware, Colorado, Louisiana, and New York, and the firm is supporting similar efforts in Texas, Ohio, Maryland, Illinois, Massachusetts, Missouri, and Oregon.
- **Clean Slate Act (H.R. 2930):** Congress should pass legislation that establishes a process to automatically seal records for an arrest for an offense that does not result in a conviction, a conviction for simple possession of a controlled substance, and, separately, creates a petition process for an individual who meets certain criteria to seal records related to a conviction for other nonviolent offenses, after completing their sentences and remaining crime-free for a period of time.
- **Fresh Start Act (H.R. 2983):** Congress should pass legislation that authorizes the Department of Justice to allow states to use National Criminal History Improvement Program (NCHIP) funding to implement Clean Slate automatic expungement or sealing laws that have been passed by state legislatures.
- **Driving for Opportunity Act:** Supporting efforts to reform laws that suspend driver's licenses for failure to pay fines or that right-size payments and provide alternative paths to compliance to ensure that millions of Americans can access workforce opportunities, improve their financial health and successfully reintegrate into their communities.
- **Fair Hiring in Banking Act:** In 2022, JPMC supported the changes to industry hiring rules that allow firms to consider a wider range of applicants who otherwise might not have had the chance for employment in financial services.
- **Pell Grant Implementation:** In 2020, JPMC supported Congress' restoration of access to Pell Grants for incarcerated students as part of the FAFSA Simplification Act. Academically eligible incarcerated individuals will be able to apply for federal aid beginning in the 2023-2024 academic year. Research shows that 48 percent of people who participate in college-in-prison programs are less likely to return to prison.
- **Fair Chance Act:** In 2019, JPMC supported the measure which prohibits Federal agencies and Federal contractors from requesting that an applicant for employment disclose criminal history record information before the applicant has received a conditional offer.

JPMorgan Chase & Co.

Supporting Community Development

Our business is only as strong as the communities we serve and the economies we support. Supporting community development is an important way to improve community well-being and expand economic opportunity. Through lending, equity investments and philanthropic capital; community partnerships; and data and policy insights, JPMorgan Chase is helping to build stronger communities across the U.S. and the globe.

By the numbers

250,000+ Affordable housing units we helped create or preserve since 2021

$400 million Philanthropic capital committed in 2021 as part of a five-year initiative to improve housing affordability and stability for Black, Hispanic and Latino households

$1.4 billion Produced in New Markets Tax Credit (NMTC) Quality Investments since 2021

$43.1 million Deployed through Chase's $5,000 Homebuyer Grant, provided to 8,600 customers since 2021*

Helping communities thrive by addressing housing affordability

As part of our strategy to combat the housing affordability crisis, we are providing financing for housing creation and preservation, supporting policy reforms, and backing innovative and scalable housing solutions through low-cost loans, equity and grants targeted to nonprofits and organizations working to increase housing affordability.

Expanding access to homeownership

We are focused on advancing economic inclusion and increasing homeownership opportunities through our Home Lending business. We've taken a local approach in communities that have faced historical barriers to homeownership by helping offer greater access to home loan financing, enhancing our products to expand access to credit, and participating in policy reform to drive more inclusive growth. We're also actively engaging with industry partners and regulators on appraisal and valuation reform to promote increased diversity in the appraisal industry and broaden the use of appraisal alternatives.

In support of local communities

We understand that historically underserved communities need more than just housing, and we've made large-scale investments in communities around the world, from Detroit and D.C. to Paris and New Delhi, to address additional factors that can have a generational impact on families, like access to medical services, job creation and education. In collaboration with local community and civic leaders, we support tailored programs and policy solutions that lead to job creation and skills training, small business growth, revitalized neighborhoods and financially secure residents. In 2023, due in part to our longstanding commitment to supporting underserved communities, the firm was awarded $65 million as part of the New Markets Tax Credit (NMTC) program, run by the U.S. Department of the Treasury's Community Development Financial Institutions Fund, to help spur investment and economic growth in low-income urban and rural communities nationwide.

* The $5,000 Chase Homebuyer Grant increased to $7,500 in select communities in January 2024. Data above reflects grant totals as of December 2023, at the $5,000 level only.

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Community Investments



We're excited to share proof points from across our lines of business that demonstrate the impact made in communities across the country.

Helping Drive Impact through Philanthropy: We've committed more than $265 million of our $400 million philanthropic commitment. This work has served more than 157,000 households, including stabilizing 59,000 households through eviction or foreclosure prevention models. It has also helped preserve or create more than 14,500 affordable housing units, and helped support our nonprofit partners to leverage an additional $1.8 billion in additional capital.

Enhancing Home Lending: In 2022, we committed $3 million to the Appraiser Diversity Initiative, a collaboration between Appraisal Institute, National Urban League, Fannie Mae and Freddie Mac to foster diversity in the real estate appraisal field by supporting approximately 700 trainees.

Redeveloping the Hollygrove Neighborhood in New Orleans: Following Hurricane Katrina, the historic Hollygrove neighborhood in New Orleans, Louisiana, sat in disrepair for years due to a lack of funding. The firm provided New Orleans Restoration Properties with construction and permanent financing to rehabilitate existing buildings and construct new housing in Hollygrove, purchasing tax-exempt bonds to provide $7.6 million in construction financing and $1.25 million in permanent financing. As of December 2023, construction is nearly complete on Grove Place, a series of 32 new housing units in Hollygrove. The rental units will be reserved for households earning between 20% and 60% of the area median income.

Supporting a Health Center Bringing Critical Services in Washington, D.C.: In 2023, the Firm made a $10 million New Markets Tax Credit equity investment to help fund the construction of the Whitman-Walker Max Robinson Center, a healthcare and research center on the campus of St. Elizabeths East in the Congress Heights neighborhood. This investment is expanding the center's capacity to provide services to the historically underserved Wards 7 and 8 of the city.

EQUAL HOUSING LENDER

To learn more, visit www.jpmorganchase.com/impact

JPMorgan Chase & Co.

Supporting the Transition to a Low Carbon Economy

JPMorgan Chase helps our clients navigate the challenges and realize the economic opportunities of the transition to a low-carbon economy. We believe applying our capital and expertise to support our clients' transition objectives generates long-term financial returns and create positive environmental benefits. A successful transition generates economic growth, preserves energy security and affordability, and mitigates the worst impacts of climate change. Our efforts are guided by the three pillars of our environmental sustainability strategy:

Scaling green solutions

We use our capital, data and expertise to support clients in advancing their transition goals, focusing our efforts to meet their needs and scaling solutions the world will need for long-term environmental sustainability. We aim to provide clients with increasingly diverse and innovative solutions, while helping to grow the market for green and sustainable financing.

Mobilizing Capital for Climate Action: Our $1 trillion toward Green objective, part of our broader ten-year $2.5 trillion Sustainable Development Target, aims to accelerate deployment of solutions for cleaner sources of energy and facilitate the transition to a low-carbon economy.

Supporting Customers, Clients and Investors: We have established specialized teams, including our Green Economy Banking, Corporate Advisory and Sustainable Solutions, Center for Carbon Transition, Sustainable Solutions and Global Markets Sustainability Center, that support climate and sustainability-related banking needs.

Balancing environmental, social and economic needs

The world needs to work swiftly toward environmental goals while supporting growing energy demand to power societal progress and fostering equitable energy access, reliability, security and affordability. We're supporting global efforts towards net zero GHG emissions by 2050 while balancing these needs to achieve long-term sustainability.

- A key aspect of our strategy is how we engage with our clients who operate in carbon-intensive industries, with the goal of accelerating the low-carbon transition and encouraging near-term actions that will set a path for global net zero emissions by 2050.
- In support of our strategy, we are aligning key sectors of our financing portfolio with net zero emissions by 2050.
- Our net zero aligned targets are currently constructed for 2030 as portfolio-level targets by sector, using an emissions intensity reduction metric. This includes 9 targets across 8 sectors.
- We've developed our Carbon Assessment Framework ("CAF"), which aims to provide a consistent, comprehensive and data-driven approach to assess our in-scope client's emissions and decarbonization plans.

Minimizing our operational impact

A key component of our approach to sustainability is managing the environmental impact from our operations. We focus on optimizing how we source and use energy, reducing direct and indirect GHG emissions and enhancing resource management, including in how we design and operate our buildings, and through our supply chain. In support of these efforts, we've set a number of targets, including reducing Scope 1 and Scope 2 (location-based) emissions by 40% by 2030 versus a 2017 baseline. As of year-end 2022, we've reduced 14%.

Improving Efficiency and Sourcing Renewables
Reducing power consumption of our data centers and sourcing renewable energy for 100% of our global power needs

Increasing On-Site Solar
Aiming to increase our commercial on-site solar program to over 90MW by end of 2025

The information provided in this document reflects JPMorgan Chase's approach to ESG as at the date of the Firm's 2023 Climate Report and is subject to change without notice. This material is intended to highlight the work of JPMorgan Chase in financing and advising on the transition to the low-carbon economy. It is not comprehensive, and as outlined in our public reporting, JPMorgan Chase continues to work with clients across industries, including traditional energy companies. We do not undertake to update any of such information in this document. This document is not intended to, nor can it be relied on, to create legal relations, rights or obligations. This document does not include all applicable terms or issues and is not intended as an offer or solicitation for the purchase or sale of any financial instrument or a recommendation for any investment product or strategy.

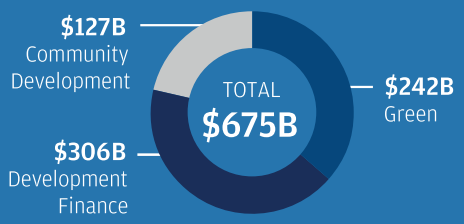
By the numbers

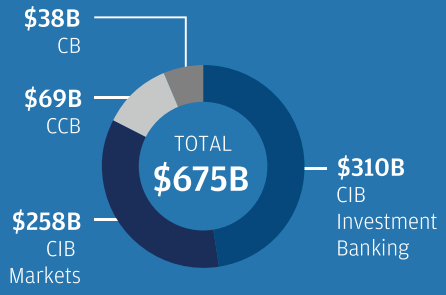
$1 Trillion — The Green target aims to accelerate deployment solutions for cleaner sources of energy and facilitate the transition to a low-carbon economy

40% Reduction — Our operational impact target to reduce Scope 1 and 2 GHG emissions by 40% by 2030 vs. a 2017 baseline.

9 Targets across 8 Sectors — Our net zero aligned targets are currently constructed as portfolio level targets by sector

CUMULATIVE PROGRESS ON $2.5 TRILLION SUSTAINABLE DEVELOPMENT TARGET (2021-2023)





Note: Totals may not sum due to rounding.

Scan the QR code to learn more about Sustainability at JPMorgan Chase.

JPMorgan Chase & Co.

Fueling Business Growth & Entrepreneurship

Small and mid-sized businesses are the backbone of the economy. Their success lends itself to stronger communities by creating new jobs, driving local economic growth and offering residents more options and opportunities. We bring our resources to help business owners overcome major obstacles through access to capital, connections, customers and other critical resources needed for growth – which are often not equitably available. This includes our dedicated business bankers, small business consultants, community networks, innovative philanthropic solutions and strong advocacy and policy recommendations.

Providing Capital Options at Every Stage of Growth

The availability of capital or credit is a top concern among business owners. From simple banking needs – like checking, savings and credit cards - to more complex needs – like payments products, lending and cash management services – we strive to support entrepreneurs and their businesses at every stage of their journey.



Lending and Banking Services: As a Small Business Administration preferred lender, we provided $4.8 billion in loans and lines of credit to small businesses in the U.S., including $1.1 million to small businesses in majority Black, Hispanic and Latino communities as part of our Racial Equity Commitment in 2023. We also launched the Special Purpose Credit Program to extend credit to small business owners who might not otherwise be approved or receive it on less favorable terms. Since its launch, this program has helped more than 16,000 small businesses access credit through credit cards and lending.



Emerging Middle Market Companies: Through Commercial Banking, we support emerging Middle Market companies as well as startups through our Innovation Economy team. In 2023, we provided more than $3 billion in financing to emerging Middle Market companies.



Community Development Financial Institutions: We provide traditional financing, depository products, resources and expertise as well as philanthropic capital, including grants and flexible credit products to help CDFIs lend to small businesses and fund community development projects in local communities.

Creating Connections to Expertise and Guidance

We've seen how having the right connections, mentorship, guidance and advice can change a business' trajectory. To help entrepreneurs start and scale their companies, we're engaging them through one-on-one coaching, educational workshops, networking sessions and other programs designed to help them grow.



Our **Founder Forward Program** connects underserved entrepreneurs with employees from JPMorgan Chase to provide mentoring aimed at helping them build their businesses. In 2023, Founders Forward engaged over 300 JPMorgan Chase employees to serve approximately 140 diverse and women-owned businesses in seven cities globally, including Chicago, Columbus, Frankfurt, London, New York and Paris.



We **support underserved entrepreneurs** through our team of bankers based in markets across the U.S. whose principal focus is understanding and supporting the unique journeys of diverse, women, and veteran business owners. We also support organizations that provide educational resources and mentorship to aspiring and current entrepreneurs.

Promoting Access to New Customers and Networks

To help business owners create sustained growth, we're helping to provide access to customers and networks, including opportunities to participate in public and private procurement. We also support policy solutions that would create better access to capital, increase participation of small businesses in public and private sector supply chains, and improve advisory assistance for underserved entrepreneurs.



We support **Ascend**, a nation-wide program focused on developing customized customer growth strategies for small businesses. Eighty-nine percent of participating businesses are owned by people of color, and in 2022 these businesses surpassed $2 billion in contracts.



Our **supplier diversity program** facilitates the growth and development of diverse businesses in our supply chain network; promotes equity and inclusion across our entire portfolio of supply chain business partners; and drives economic growth in the communities in which we do business.

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By the Numbers

6+ million
Small Business Customers

$4.8 billion
in loans and lines of credit to U.S. small businesses

$240+ million
in lending and
$24 million
committed in philanthropic capital to CDFIs and community development intermediaries.

1,000
commitment to hire 1,000 new Business Bankers by 2025

4,700+
branches where we provide guidance on products and services, and expert advice.

58
local Senior Business Consultants hired to provide complementary one-on-one coaching and other support to underserved entrepreneurs across 21 U.S. cities

Scan the QR code to access the latest information on the resources JPMorgan Chase provides to support small businesses.

JPMorgan Chase & Co.

Supporting Financial Health

Financial Health is the foundation on which strong communities are built, enabling people to manage their day-to-day financial lives, weather financial shocks, and pursue opportunities like owning a home, advancing their careers or starting a small business – all key drivers for individual and community growth.

JPMorgan Chase supports customers and communities at all stages of their financial journey. To do this, we're leveraging our resources – from best in-class products and a dynamic branch network, to innovative philanthropic solutions and policy recommendations – to help create an environment where people can spend, save, borrow and plan for the future.

Increasing Access to Financial Services

Having access to the right tools and services is critical to managing and advancing financial health, yet that access is not always equitable. The firm offers digital products, providing in-person support and advancing innovating philanthropic solutions to help make financial services accessible to more people, including those living on low-to moderate-incomes.



Chase Secure Banking : The firm launched Chase Secure Banking in 2019, and since then has been helping bring mainstream banking services to 1.8 million accounts. Secure Banking is a Bank-On certified, low-cost checking account with no minimum deposits and no overdraft fees allowing greater access for individuals news to banking. In addition to a bank account that works for them, individuals can tap into tools for saving, budgeting, and tracking credit.



Dynamic Branch Network: JPMorgan Chase maintains the largest branch network in the country available in all lower 48 states, making it easy for people to connect in person with an expert to navigate their financial needs, big or small. The firm has also opened 16 community center branches in underserved communities around the country, which are locally inspired and bring a variety of services to the communities they serve, including banking, financial health workshops, small business pop-ups and skills development courses.



Financial Coaching and Education: The firm has a long history of providing philanthropic support for one-on-one financial coaching with grantee partners, including Compass Working Capital, and Inclusiv. In 2015, the firm provided philanthropic support to help launch the Money Smart Financial Coaching program at the Westchester Community College. Since then, the firm has supported efforts to expand the program to seven more institutions, including community colleges and HBCUs. Based on the success of the program, Money Smart is also offered to students enrolled in the financial health class at the Roc Nation School of Music, Sports and Entertainment. The firm also offers financial education through its community center branches, and provides capital, resources and expertise to help MDIs and diverse-led CDFIs hire staff and expand existing financial education programs

Increased Access to Credit

We know how important credit is to financial health, and helping people access financial services, as well as resources to pursue wealth building opportunities like home ownership, higher education and entrepreneurship. Through support for products, programs and policies, the firm is helping more people access, build, manage and protect their credit.



Freedom Rise is the firm's credit card dedicated to providing a pathway to credit for people new to credit or seeking to build their financial independence. Customers are supported by Chase Bankers through the process of opening the card when applying in a branch, including tailored advice, and receive access to educational tools and resources to guide them, from the start, on a strong path towards building credit and financial health.



Credit Journey is the firm's credit monitoring tool that is free for everyone, with no Chase account required. Through the tool, users can see their credit score, credit balances, limits and history while providing users with round-the-clock customer support. Users can also increase their credit score with a personalized action plan.



The firm participates in the Office of the Comptrollers of the Currency's (OCC) Roundtable for Economic Access and Change (Project REACh) which brings together leaders from the banking, business and technology industries, as well as national civil rights organizations to reduce barriers to financial inclusion. Through Project REACh, the firm is working across sectors to explore alternative credit assessment methods that responsibly expand access to mainstream credit for underserved borrowers.

The metrics in this paper are derived from a variety of public and private sources, including data that were self-reported by JPMorgan Chase grant recipients. JPMorgan Chase has not independently verified these data and makes no representation or warranty as to the quality, completeness, accuracy or fitness for a particular purpose. The metrics as reported are not directly tied to funds or other support provided by JPMorgan Chase but rather are a result of a variety of factors.

By the Numbers*

$40
average monthly savings through Chase Secure Banking™

4,800
branches across the US, ranging from rural to urban communities

20+ points
average credit score increase for users of the Credit Journey score planner

149
Community Managers Hired

60%
The percentage of Americans that live within 10 minute drive of a Chase bank

434,000+
Attendees reached through financial health workshops

80M+
Customers nationwide

*Metrics from 2023

How JPMorganChase is invested in Greater Philadelphia

For more than 155 years,[1] JPMorganChase has worked with government and community leaders in Greater Philadelphia to help drive economic growth. We do this by providing local expertise and support through our branches; lending to small, midsized and big businesses; hiring and providing market-competitive compensation and benefits; and financing hospitals, schools, grocery stores, homes, automobiles and governments.

JPMorganChase Supports

Our Employees

11.8K+ employees working throughout the msa

~24.5K employee volunteer hours

Our Clients

~92.4K small business customers across the msa

$820B+ credit and capital provided to medium and large clients since 2021 in industries including: banks & finance cos, asset managers, consumer & retail

Our Customers

80+ branches across the msa

180 ATMs across the msa

780+ financial health workshops since 2019

Local Institutions

$60B+ total credit and capital provided to those GHHN clients since 2021

$50M+ in philanthropic support provided since 2019

Local Financial Firms

$180B+ in credit and capital provided to financial institutions since 2021

Local Economy

$510M+ in goods and services purchased across the msa in 2024

~$135M in financing for affordable housing construction & preservation since 2020

~1.1K affordable housing units constructed & preserved through financing since 2020

Information compiled April 2026

(1) In 1871, Drexel, Morgan & Co. in New York City creates an affiliation with Philadelphia banker Anthony Drexel's Drexel & Co. This relationship is dissolved in 1940 when J.P. Morgan & Co. is incorporated.

JPMorganChase Impact in Greater Philadelphia

Greater Philadelphia is more than a place where we do business.[1] It is home to our customers, clients, employees, and community partners. The strength of our company allows us to leverage our resources, expertise, and data insights to help bolster communities and advance an economy that works for all.

Business Growth and Entrepreneurship

*Committed **$5M** to **PIDC Community Capital** to not only recruit, train, and place underrepresented tradespeople into expanded apprenticeships and hiring pipelines across **21** building trades unions; but also to support broader access to capital for women-and minority-owned businesses.*

Provided **$2.5M** in philanthropic capital to **The Enterprise Center** to help implement Philadelphia WestBound's business-capital-community strategies to attract additional capital investments that help minority small businesses become stronger, financially healthier and more competitive.

Committed **$750K** to United Way of Greater Philadelphia and Southern New Jersey to implement a small business ecosystem coalition in Philadelphia to oversee initiatives, attract investments, and provide supports to address the needs and challenges faced by Black- and Latino-owned small businesses.

Careers and Skills

*Provided **$1.8M** in philanthropic capital to **University City District for the West Philadelphia Skills Initiative,** a talent management consultancy that connects jobseekers to careers with growth opportunities while helping employers improve recruitment, turnover and performance.*

Provided **$1M** in philanthropic capital to the **Philadelphia Youth Network** to deepen engagement with employers, gather intelligence to better understand their needs, and inform training curriculum and program delivery at educational institutions and training organizations.

Provided **$250K** in philanthropic capital to **Hire Philly** to help individuals with barriers to employment close the skills gap for careers in the logistics, information technology, hospitality and healthcare sectors.

Provided **$250K** in philanthropic capital to the **Community College of Philadelphia Foundation** to support the development of a technology career program for historically underserved high school students leading to direct employment.

Financial Health and Wealth Creation

Deepening relationships and expanding our presence with our community branches, including the West Philadelphia Community Center branch, where we host events, financial health workshops, skills training and small business pop-ups.

Community Development

*Provided **$5M** in philanthropic capital to **Kensington del Corazón,** a collaborative of local community development financial institutions advancing community development solutions for North Philadelphia's Kensington neighborhood.*

Committed **$3.5M** five-year permanent loan to **Mission First Housing Group** to finance the development of three scattered sites known as "Legacy 2," a community with **110** affordable housing units.

Committed **$150K** to **The Kensington Community Resilience Fund** a public-private community partnership designed to address the community impacts of the opioid crisis in the Kensington, Fairhill and Harrowgate neighborhoods.

(1) Greater Philadelphia represents Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties in Pennsylvania; and Burlington, Camden, Gloucester, and Salem Counties in New Jersey. JPMorgan Chase & Co. (NYSE: JPM) is a leading financial services firm based in the United States of America ("U.S."), with operations worldwide. JPMorganChase had $4.9 trillion in assets and $364 billion in stockholders' equity as of March 31, 2026. The Firm is a leader in investment banking, financial services for consumers and small businesses, commercial banking, financial transaction processing and asset management. Under the J.P. Morgan and Chase brands, the Firm serves millions of customers in the U.S., and many of the world's most prominent corporate, institutional and government clients globally. Information about JPMorgan Chase & Co. is available at www.jpmorganchase.com.

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