



# J.P. Morgan Global Liquidity Operations Services Guide

---

U.S. Edition

Helping you conduct your transactions smoothly and efficiently is one of our most important services. In this guide, you will find all the basic information you need to open accounts, execute trades, view your statements and more. We hope this guide simplifies your cash management, and we look forward to helping you effectively manage your transactions.

How to contact us

To buy or sell shares, get fund information, or seek additional assistance, call J.P. Morgan Global Liquidity. Our team of specialists is available Monday through Friday from 7:00 a.m. to 6:00 p.m. (EST) at 1-800-766-7722 or 1-302-634-2960 (outside the U.S.).

Executing trades and getting fund information can be easily accomplished online at J.P. Morgan's Global Cash Portal: [gcp.jpmorgan.com/gcp](http://gcp.jpmorgan.com/gcp)

Account documentation can be:

Mailed: **J.P. Morgan Institutional Funds Service Center**  
**P.O. Box 219265**  
**Kansas City, MO 64121-9265**

Faxed: **1-877-371-5948**

Emailed: [liquidity.client.services.americas@jpmorgan.com](mailto:liquidity.client.services.americas@jpmorgan.com)

Opening a new account

Opening a new account is easy. You can get information about the process by calling our Service Center at **1-800-766-7722** or by visiting our website at [jpmgloballiquidity.com](http://jpmgloballiquidity.com).

Trading deadlines and minimum investments

There is a wide range of investment minimums to meet your needs. Please refer to the prospectus for more information. There are no minimum levels for subsequent fund purchases.

Money Market Mutual Funds	Cut-off time
California Municipal MMF	12:00 p.m. (ET)
Municipal MMF	12:00 p.m. (ET)
New York Municipal MMF	12:00 p.m. (ET)
Tax Free MMF	12:00 p.m. (ET)
Institutional Tax Free MMF	12:00 p.m. (ET)
Federal MMF	3:00 p.m. (ET)
100% U.S. Treasury Securities MMF	3:00 p.m. (ET)
Prime MMF	3:00 p.m. (ET)
Liquid Assets MMF	5:00 p.m. (ET)
U.S. Government MMF	5:00 p.m. (ET)
U.S. Treasury Plus MMF	5:00 p.m. (ET)

Fixed Income Mutual Funds	Cut-off time
Limited Duration Bond Fund	4:00 p.m. (ET)
Managed Income Fund	4:00 p.m. (ET)
Short Duration Bond Fund	4:00 p.m. (ET)
Short-Intermediate Municipal Bond Fund	4:00 p.m. (ET)

## WELCOME TO J.P. MORGAN GLOBAL LIQUIDITY

### Transacting business

Authorized individuals may purchase or redeem fund shares by calling **1-800-766-7722** with the following information:

- Account registration
- Fund account number
- Tax ID number
- Amount of order [either dollar amount or share amount]

Trades must be placed before the fund's trading deadline.

### Placing a purchase

- Purchases may be made by phone, fax, or through the Global Cash Portal. (Note: Purchases into certain fixed income mutual funds may not be made via the Global Cash Portal.)
- **Money market mutual fund purchases** placed and accepted prior to the fund cut-off time will settle for value that same business day. Monies must be received by JPMorgan Chase Bank, N.A. by the cut-off time on the day of the purchase order.
- **Fixed income mutual fund purchases** placed and accepted prior to the fund cut-off time will settle for value on the next business day. Monies must be received by JPMorgan Chase Bank, N.A. by the fund cut-off time on the settlement date.
- Monies may be sent by wire, ACH or check.
- Monies should be wired through the Federal Reserve Wire System in the following format:

JPMorgan Chase Bank, N.A.  
1 Chase Plaza, New York, NY 10005  
Attn: J.P. Morgan Institutional Funds Service Center  
ABA: 021000021  
DDA: 323125832  
DDA NAME: DST Asset Manager Solutions, Inc. as agent for JPMorgan Funds  
FBO Your Fund Number & Account Number  
(EX: Fund 123-Account 123456789)  
Your Account Registration (EX: EYX Corporation)  
Your J.P. Morgan Fund (EX: JPMorgan ABC Fund - Capital)

### Placing a redemption

- Redemptions may be made by phone, fax, or through the Global Cash Portal. (Note: Redemptions from certain fixed income mutual funds may not be made via the Global Cash Portal.)
- Proceeds from **money market mutual fund redemptions** are wired on the same day to the client's bank if the order is received by the cut-off deadline.
- Proceeds from **fixed income mutual fund redemptions** are delivered on the next business day to the client's bank.
- J.P. Morgan will send the proceeds via electronic transfer or wire to the bank account on file.

### Placing a warning call

- If you anticipate placing a large trade, please alert our Service Center at **1-800-766-7722**. Our representatives can provide you with information regarding threshold amounts.
- Please be prepared to provide the name of your organization, approximate amount of the transaction and the length of the investment, if appropriate.
- Purchase timing

#### *Money market mutual funds*

**Monies for money market mutual fund purchases must be received by JPMorganChase Bank, N.A., by the cut-off time on the day of the purchase order.**

### Changing wiring instructions

Please mail a letter of instruction to:

**J.P. Morgan Institutional Funds Service Center  
P.O. Box 219265  
Kansas City, MO 64121-9265**

The letter of instruction should be on company letterhead, signed by an authorized individual, and requires a medallion signature guarantee.

### Changing authorized signers

Please mail or fax a letter of instruction on company letterhead, signed by an individual authorized to act on the account.

### Your monthly statements

- **Trade information:** Trade date, trade type and share balance after each trade
- **Dividend information:** Amount of dividend, type of transaction – wired or reinvested into your account – and year-to-date dividend totals

Statements are produced on a monthly basis and are generally mailed on the fifth business day of each month. You can also access your statements, starting business day one, online at: [gcp.jpmorgan.com/gcp](http://gcp.jpmorgan.com/gcp).

### Intraday confirmations

Global Cash Portal users can receive email alerts when a trade has occurred by phone, fax or through the Global Cash Portal. The email notifies users that a trade has been placed and directs users to the Global Cash Portal, where the details can be viewed.

### Account confirmation

A confirmation is automatically produced for every change in status to an account, in addition to each trade placed. The confirmation includes:

- Trade amount in shares and dollars
- Price per share
- Resulting share balance and market value
- Account maintenance performed

**J.P. MORGAN ASSET MANAGEMENT**

270 Park Avenue | New York, NY 10017

For further information, contact your J.P. Morgan Client Advisor or call our Service Center at 1-800-766-7722.

[jpmgloballiquidity.com](http://jpmgloballiquidity.com)

---

*Contact J.P. Morgan Funds Distribution Services at 1-800-766-7722 for a fund prospectus. You can also visit us at [www.jpmorganfunds.com](http://www.jpmorganfunds.com). Investors should carefully consider the investment objectives and risks as well as charges and expenses of the mutual fund before investing. The prospectus contains this and other information about the mutual fund. Read the prospectus carefully before investing.*

**Retail Money Market Funds disclosure**

You could lose money by investing in the Fund. Although the Fund seeks to preserve the value of your investment at \$1.00 per share, it cannot guarantee it will do so. The Fund may impose a fee upon the sale of your shares or may temporarily suspend your ability to sell shares if the Fund's liquidity falls below required minimums because of market conditions or other factors. An investment in the Fund is not insured or guaranteed by the Federal Deposit Insurance Corporation or any other government agency. The Fund's sponsor has no legal obligation to provide financial support to the Fund, and you should not expect that the sponsor will provide financial support to the Fund at any time.

**Institutional Money Market Funds disclosure**

You could lose money by investing in the Fund. Because the share price of the Fund will fluctuate, when you sell your shares they may be worth more or less than what you originally paid for them. The Fund may impose a fee upon the sale of your shares or may temporarily suspend your ability to sell shares if the Fund's liquidity falls below required minimums because of market conditions or other factors. An investment in the Fund is not insured or guaranteed by the Federal Deposit Insurance Corporation or any other government agency. The Fund's sponsor has no legal obligation to provide financial support to the Fund, and you should not expect that the sponsor will provide financial support to the Fund at any time.

Any gain resulting from the sale or exchange of Fund shares will be taxable as long-term or short-term gain, depending upon how long you have held your shares.

**Government Money Market Funds disclosure**

You could lose money by investing in the Fund. Although the Fund seeks to preserve the value of your investment at \$1.00 per share, it cannot guarantee it will do so. An investment in the Fund is not insured or guaranteed by the Federal Deposit Insurance Corporation or any other government agency. The Fund's sponsor has no legal obligation to provide financial support to the Fund, and you should not expect that the sponsor will provide financial support to the Fund at any time.

J.P. Morgan Asset Management is the marketing name for the asset management businesses of JPMorgan Chase & Co. Those businesses include, but are not limited to, JPMorgan Chase Bank, N.A., J.P. Morgan Investment Management Inc., Security Capital Research & Management Incorporated, J.P. Morgan Alternative Asset Management, Inc., and J.P. Morgan Asset Management (Canada), Inc.

J.P. Morgan Funds are distributed by JPMorgan Distribution Services, Inc., which is a subsidiary of JPMorgan Chase & Co. Affiliates of JPMorgan Chase & Co. receive fees for providing various services to the funds.

© JPMorgan Chase & Co., 2018

GUIDE-GLOPSSRVCS-US072018