



The Office Of State Treasurer  
Denise L. Nappier

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## Statement

**PRESS STATEMENT**  
FOR IMMEDIATE RELEASE  
December 19, 2013

### **STATEMENT OF STATE TREASURER DENISE L. NAPPIER REGARDING INCORRECT DEBIT CARDS FROM JPMORGAN CHASE**

**HARTFORD, CT** – JPMorgan Chase, which provides banking services to various Connecticut state agencies, informed my Office today that it printed and mailed incorrect prepaid debit cards to 4,000 individuals affected by the company's recent data security breach.

This latest error heightens my concern about the company. I continue to be greatly disappointed with its performance and its obvious lack of attention to detail. The company has to get ahead of these problems before they snowball out of control.

According to JPMorgan Chase, an error occurred while reissuing debit cards to Connecticut unemployment compensation and tax refund debit cardholders who were affected by the recent data security breach, which continues to be under investigation.

About 4,000 cards were mailed with T-Mobile program literature – when the cards should have been branded as State of Connecticut cards, the company said. The company said that it would reissue correct cards to individuals and that it has canceled the activation of the wrong cards.

JPMorgan Chase has indicated that it will send an email to the cardholders affected by this latest error, alerting them and asking them to continue using their original cards until they receive the correct, new card.

Two weeks ago, the company disclosed a security breach affecting 14,335 accounts in Connecticut. Replacement cards are being issued for those originally issued on behalf of the State's Department of Revenue Services (DRS) and Department of Labor that were potentially exposed during the breach.

During the two-month period between July and September, certain information entered by cardholders on the UCard website -- particularly during the process of activating cards and of transferring balances -- was subject to unauthorized access. Such information that may have been exposed includes: name, social security number, bank account number, card number, date of birth, security answer, password, address, phone number and e-mail address.

My Office is continuing to work to address the company's contract performance issues, including its less-than-optimal communication in connection with the recent security breach. We expect the highest standards of service from all vendors and continue to focus on the steps necessary to achieve this goal with JPMorgan Chase.

I repeat my earlier statement that JPMorgan Chase has work to do -- not only to assure the holders of its debit cards, but also to restore the State's confidence in the company's ability to remain worthy of our continued business. I have no tolerance for anything less than quality customer service. This latest error simply should not have happened.

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