

JPMORGAN CHASE & CO.

Rules of Conduct Annual Meeting of Shareholders May 19, 2020

Welcome to the 2020 Annual Meeting of Shareholders of JPMorgan Chase & Co. In the interest of a constructive and orderly meeting, we will observe the following rules of conduct.

1. Subject to the discretion of the Chairman, the business of the meeting, including questions and comments from shareholders, will be considered in the order set forth in the agenda which accompanies these Rules on our virtual meeting website.
2. Because this is a meeting of shareholders, only shareholders as of March 20, 2020, the record date for the meeting, will be permitted to vote or ask questions during the meeting.
3. Shareholders were provided the opportunity to submit questions in advance of the meeting. Shareholders may submit questions during the meeting using the “Ask a Question” field on the virtual meeting website.
 - When submitting a question during the meeting, please include your name and organization (if applicable), along with the text of your question. If applicable, please also indicate whether your question relates to a specific proposal.
 - Please limit each question to a single topic.
 - Questions on the matters to be voted on by shareholders at the meeting should be submitted before or as those matters are presented. We will address such questions before voting is complete and the polls are closed.
4. To allow us the opportunity to answer other shareholder questions, each shareholder will be limited to two questions. Substantially similar questions or questions that are otherwise related may be grouped, summarized and answered together. There will be a total time limit of 10 minutes on any agenda item or topic.
5. Questions that relate to a personal concern or grievance, are not pertinent to meeting matters, or that contain derogatory references to individuals, use offensive language, or are otherwise out of order or inappropriate for the conduct of the meeting will not be addressed during the meeting.
6. Each shareholder proponent will have three minutes to present his or her proposal. Presenters are asked to limit their comments to the shareholder proposal being presented.
7. In the event of technical difficulties during the meeting:
 - Please stand by and allow us time to try to resolve the issue and resume the meeting or otherwise provide an update on the meeting.
 - If the technical disruption prevents us from continuing the meeting, please be advised that the Notice of the Annual Meeting has been properly served, a quorum is present, and all proposals will be deemed to be properly before the meeting.
 - If the polls have been opened but the meeting is not adjourned, the polls will be closed immediately, and votes received prior to the time the polls were closed will be counted. The meeting will not be reconvened, and the vote results will be announced publicly.
8. Recording of the meeting is prohibited. A playback of the meeting will be available at www.virtualshareholdermeeting.com/JPM2020 24 hours after the completion of the meeting.