



# COMMITTEE FOR BETTER BANKS

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BRINGING CHANGE TO OUR INDUSTRY

July 10, 2020

Jamie Dimon, Chief Executive Officer  
JPMorgan Chase  
270 Park Avenue  
New York, New York 10017

Dear Mr. Dimon,

As our nation continues to be roiled by crises, from a global pandemic causing economic devastation to systemic racism weaponized in everyday encounters and manifest in horrific police brutality, the actions taken by our leading financial institutions will have an enormous impact on our ability to struggle through these crises and come out a stronger and more unified people. Within financial institutions, frontline bank employees have a unique perspective to offer, which is why we regret your refusing our offer to form a USA Banking Crisis Committee. The urgency for establishing this committee has only grown over the past weeks.

In the absence of this committee, the Committee for Better Banks is launching the Better Banks Accountability Project. Our first report will be Bank Scorecard #1: COVID-19 Response. Attached is a draft of your bank's report for your review. Here is a brief explanation of our methodology and findings.

In May and June 2020, the Committee for Better Banks Accountability Project reviewed publicly available information related to corporate responses to the Covid-19 pandemic in three constituent groups: small businesses, workers, and consumers. We reviewed bank websites, media reports, corporate financial disclosures, and internet based sources to evaluate how each bank performed during the first three months of the novel coronavirus pandemic (March – May). Banks received a letter grade based on a percentage score of a total of 115 points. A bank would not be graded for performance under any metric if it did not have a related business line.

This is the grading rubric we used to calculate your final score and grade of **D**. This reflects additional information received in response to our original letter.

<b>JP Morgan Chase Final Score Calculation</b>		
<b>Category</b>	<b>Eligible</b>	<b>Awarded</b>
Mainstreet Lending and Protections	30	15
Worker Protections	40	26
Consumer Protections	30	19
Other Factors	5	5
Total	105	65
<b>Final Grade</b>		<b>62%</b>

This grade is fully explained in the tables copied below. Please contact us by Thursday, July 2, 2020 if you have any questions or comments regarding the scorecard. You can contact us at [staff@betterbanks.org](mailto:staff@betterbanks.org).

Sincerely,

Nick Weiner  
Co-Director  
Committee for Better Banks

Erin Mahoney  
Co-Director  
Committee for Better Banks

<b>JP Morgan Chase Mainstreet Lending and Protections</b>		<b>Eligible Points</b>	<b>Awarded Points</b>
<b>Stock buybacks</b> Full points for cancelling buybacks during pandemic.	JP Morgan Suspended Buybacks Through Second Quarter Of 2020.	10	10
<b>US Banking Crisis Committee</b> Full points for participation.	No policy or response to letter found.	10	0
<b>Paycheck Protection Program</b> Points deducted for concierge loan services under PPP program; administrative failures; prioritizing classes of customers.	JP Morgan Chase Warned Customers To Apply For PPP Loans With Other Banks; American Banker: JP Morgan Turned SBA Borrowers Away Before Second Round Started; JP Morgan Submitted 225,000 SBA Loans By End Of April; Headline: Chase Approved To Fund \$29 Billion To 239,000 Business Through Paycheck Protection Program.	10	5
<b>Total</b>		<b>30</b>	<b>15</b>

<b>JP Morgan Chase Worker Protections</b>		<b>Eligible Points</b>	<b>Awarded Points</b>
<p><b>Telework Policy</b></p> <p>Points awarded for including call center workers in remote plans; not requiring office presence for non-site dependent roles.</p>	<p>JP Morgan Rotated New York Area Corporate Employees Between Office And Work From Home; JPMorgan directed 70,000 employees out of 200,000 FTE to work from home.</p>	10	6
<p><b>Paid Leave and Hazard Pay</b></p> <p>Points awarded for extended paid leave benefit and hazard pay for duration of pandemic.</p>	<p>Paid Employees For Scheduled Hours Despite Reductions Or Branch Closings; JP Morgan Made "Special Payment Of \$1,000 To Full And Part-Time Employees Required To Work Onsite And Have Annual Salaries Of Less Than \$60,000; JP Morgan Gave Five Extra Days Of Paid Leave To All Employees.</p>	10	10
<p><b>Protections for Returning Workers</b></p> <p>Points awarded for stating social distancing and enhanced cleaning in branches</p>	<p>Implemented Office Hygiene Protocol And Nightly Cleaning For Open Branches. Implemented CDC guidelines including enhanced cleaning and social distancing in all workplaces.</p>	10	10
<p><b>Workforce issues</b></p> <p>Points awarded for announcing no layoffs in 2020</p>	<p>JP Morgan Did Not Respond To Question Regarding Layoffs.</p>	10	0
<b>Total</b>		<b>40</b>	<b>26</b>

<b>JP Morgan Chase Consumer Protections</b>		<b>Eligible Points</b>	<b>Awarded Points</b>
<p><b>Mortgage Policy</b></p> <p>Points awarded for following federal stating each forbearance time period set by CARES Act, clearly suspending foreclosure, eviction, and repossession.</p>	<p>JP Morgan Allowed Customers To Delay Payments By Three Months With Fee Waivers, And Suspended Foreclosures And Evictions; Housing And Urban Development Watchdog Found JP Morgan Did Not Provide Accurate Cares Act Relief Information To Customers. Rather than applying CARES Act timeline, JPMorgan applied its own policy to mortgage forbearances.</p>	10	3
<p><b>Relief from Bank Fees</b></p> <p>Points awarded for automatically suppressing fees for all consumer products.</p>	<p>JP Morgan Delayed Credit Card Payments For Three Months And Refunded Fees. JPMorgan reached out to customers behind on payments.</p>	10	8
<p><b>Relief for Automobile Loans</b></p> <p>Full points for applying federal mortgage forbearance timelines.</p>	<p>JP Morgan Allowed Customers To Waive Three Monthly Payments With Fee Waivers, And Allowed For A Six-Month Lease Maturity Date Extensions;</p>	10	8
<p><b>Relief for Student Loans</b></p> <p>Full points for following federal forbearance timelines.</p>	<p>JP Morgan Exited Student Loan Business In 2013.</p>	NA	NA
Total		30	19

<b>JP Morgan Chase Other Factors Considered</b>		<b>Eligible Points</b>	<b>Awarded Points</b>
<b>Charitable Donations</b>		5	5
Five bonus points for making charitable donation.	JP Morgan Pledged \$50 Million To Address Immediate And Long Term Impacts Of Covid-19; 2019 Full year net income was \$36.4 billion  Donation equaled 0.1% of net income.		
<b>Total</b>		<b>5</b>	<b>5</b>