

Please send any correspondence to:
Chase Manhattan Bank USA, N.A.
PO BOX 15902
WILMINGTON, DE 19850-5902



KAREN R PATTERSON
PO BOX 1293
BLUE JAY CA 92317-1293

0010019

August 24, 2004



Account Number:
5222 7720 0021 8151
Chase CashBuilderSM Platinum
MasterCard[®]

Dear Karen R Patterson:

Thank you for your recent letter regarding your Chase CashBuilder Platinum MasterCard account.

We are currently researching your inquiry and will notify you of our findings as soon as they become available. If your inquiry has been resolved, please disregard this letter.

Should you have questions or need further assistance, please contact a Chase Customer Service Representative at 800-577-0636, 24 hours a day, 7 days a week.

We hope we can resolve your inquiry to your satisfaction. Thank you for doing business with Chase.

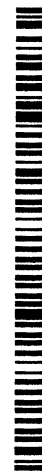
Regards,

J. Holmes
J. Holmes
Customer Service Representative

Account is owned by Chase Manhattan Bank USA, N.A. and may be serviced by its affiliates.

8134 7700 4234 CHR9828 0060 JPMF2209

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