

Chase BlueprintSM FAQ

1. What is Chase Blueprint?

Blueprint is an industry-first set of features that empowers Chase customers to better manage their spending and borrowing *on their terms*. Customers can choose and customize their own plans to avoid interest, pay down purchases and balances, and see progress toward their goals – separated out on every statement. Blueprint consists of four distinct features built to meet specific consumer needs, including Full PaySM, SplitSM, Finish ItSM and Track ItSM.

Blueprint will be offered to both consumer and small business owners.

Blueprint allows customers to:

- Full Pay: Avoid paying interest on everyday purchases, when you pay them in full each month.
- Split: Create a plan to pay off large purchase through smaller, more manageable payments.
- Finish It: Pay down a balance faster with a custom payment plan.
- Track It: View spending trends at a glance and track their progress toward achieving their goals.

2. Who is eligible to use Blueprint? Is there a fee associated with it?

Chase Blueprint is available at no charge for all Chase FreedomSM, Chase SapphireSM, Slate from ChaseSM (formerly Chase Platinum), and Ink from ChaseSM and other business cards.

3. How can customers enroll to use Blueprint features and set up plans?

To enroll, customers can visit www.chase.com/Blueprint or contact a customer service advisor by calling the number on the back of their card. The website provides clear instructions for getting started and setting up plans.

4. Is this program similar to Discover's Spend Analyzer or Mint.com?

Chase Blueprint does more than track spending. It is unique in that it allows customers to build custom plans to pay off purchases and balances. And more importantly, Blueprint lets them see their updated progress against their personal plan on every statement until they've completed the plan and reached their goal.

5. Can customers enroll in more than one Blueprint feature?

Yes. Blueprint features are designed to work together so customers can have maximum control when managing their card finances.

6. What is a Blueprint Payment?

A Blueprint Payment is the amount customers pay to stay on track with their active Blueprint plans. It also satisfies their required minimum payment. With all Blueprint plans, the customer is not locked-in. They can change or cancel their plan at anytime. As long as they pay their required minimum payment due and fulfill all other responsibilities, their account will remain in good standing.

7. Are customers required to pay their Blueprint Payment?

Customers are only required to pay the regular minimum payment associated with their account by the due date to keep their account in good standing. By making their Blueprint Payment, customers will stay on track with the payment plan they created.

8. If customers are active in more than one Blueprint plan—such as Finish It and Split—in what order will their payment be applied?



Customers' Blueprint Payment includes their account minimum payment due and their Blueprint plans. Plans will be paid off in the following order: Full Pay, Split, Finish It.

9. Do customers need to send in two payments—one for minimum payment due and one for the Blueprint Payment?

No. Customers can make a single Blueprint Payment and Chase will apply it to both the required minimum payment due and the Blueprint plans.

10. Where can customers find the Blueprint Payment amount?

It will appear clearly and separately on their monthly statements. It can also be found on the "My Accounts" page after they log in to their account on www.chase.com.

11. Will Chase ever remove a plan from an account?

Customers should make full Blueprint Payments to stay on track with their plans and to ensure that the plans remain on their account. If a plan is not working for a customer, they can change or cancel their plan at any time. If they don't make their plan payments or their account is placed in default or closed, the plan may be removed from their account.

12. Will customers enrolled in Blueprint see a change in their statement?

Yes. They will see plans and be able to track progress on every statement.

13. How can customers make changes to, including canceling, their Blueprint plans?

Customers can make changes to or cancel a Blueprint plan at any time by logging in to their account at www.chase.com/Blueprint. Customers can also contact a customer service advisor by calling the number on the back of their card.

Chase BlueprintSM FAQ – Full Pay

1. What is Full Pay?
The Full Pay feature is designed to help customers avoid paying interest on everyday purchases. Customers can select the types of purchases they want to pay off in full each month. Those purchases will be separated out for them on their monthly statement. As long as customers make their Blueprint payment by their due date, they will not pay interest on those purchases.
2. If customers would like to set up a Full Pay plan, how do they get started?
Customers can visit www.chase.com/Blueprint or contact a customer service advisor by calling the number on the back of their card.
3. If customers build a Full Pay plan, when will it be added to their account?
Customers will see their Full Pay plan added to their account in 24-48 hours. Any purchases made in their selected categories after that will be moved into their Full Pay plan.
4. Can customers select more than one Full Pay category?
Yes, customers can select any of the available categories, as presented to them when they set up the plan.
5. How do customers make payments toward their plan?
Full Pay payments will be included in the Blueprint Payment amount, which will be clearly separated out for them on their statement.

The Blueprint Payment is the amount customers pay to stay on track with their active Blueprint plans as well as to satisfy their account minimum payment due.

As long as customers pay their minimum payment by the due date, their account will remain in good standing.

6. How can customers keep track of their Full Pay plan and monitor their progress?
Customers can view their progress on their statement or by logging in online at www.chase.com/Blueprint.

Chase BlueprintSM FAQ – Split

1. What is Split?
Split allows customers to pay off larger purchases on their terms. They decide how much they want to pay each month or how long they want to take to pay it off. Chase will do the math and set up the plan. The plan and the customer's payment progress are displayed clearly and separately on their monthly statement.
2. If customers would like to set up a Split plan, how do they get started?
Customers can visit www.chase.com/Blueprint or contact the customer service number on the back of their card.
3. If customers build a Split plan, when will it be added to their account?
Within 24-48 hours. The customer's Split plan will appear on their next statement as well as on the Split main page once they log in to their account.
4. Can customers setup a Split for future purchases?
No. A Split plan is only for purchases that were made since their last statement or that appeared on their last statement.
5. What is a Split nickname?
Customers can give each Split a nickname so they can easily identify their plan. The nickname will be used on customers' statements, online and when they are speaking with a customer service advisor. This nickname will help customers remember the purchase for which they built the Split plan.
6. How do customers make payments toward their plan?
Split payments will be included in the Blueprint Payment amount, which will be clearly separated out for them on their statement.

The Blueprint Payment is the amount customers pay to stay on track with their active Blueprint plans as well as to satisfy their account minimum payment due. As long as customers pay their minimum payment by the due date, their account will remain in good standing.
7. How can customers keep track of their Split plan and monitor their progress?
Customers can view their progress on their statement or by logging in online at www.chase.com/Blueprint.

Chase BlueprintSM FAQ – Finish It

1. What is Finish It?
Finish It allows customers to create a custom plan to pay down their card balance faster. They decide how much they want to pay each month or how fast they want to pay it off. Chase will do the math and set up the plan. The plan and the customer's payment progress will be displayed clearly and separately on their monthly statement.
2. If customers would like to set up a Finish It plan, how do they get started?
Customers can visit www.chase.com/Blueprint. They can also contact a customer service advisor by calling the number on the back of their card.
3. If customers build a Finish It plan, when will it be added to their account?
Within 24-48 hours. The customers' Finish It plan will appear on their next statement as well as on the Finish It main page once they log in to their account.
4. What is a Finish It nickname?
Customers can give each Finish It a nickname, so they can easily identify their plan. This nickname will be used on their statement, online and when they are speaking with a customer service advisor. This nickname will help customers remember the purchase for which they built the Finish It plan.
5. How do customers make payments toward their plan?
Finish It payments will be included in the Blueprint Payment amount, which will be clearly separated out for them on their statement.

The Blueprint Payment is the amount customers pay to stay on track with their active Blueprint plans as well as to satisfy their account minimum payment due.

As long as customers pay their minimum payment by the due date, their account will remain in good standing.
6. How can customers keep track of their Finish It plan and monitor their progress?
Customers can view their progress on their statement or by logging in online at www.chase.com/Blueprint.

Chase BlueprintSM FAQ – Track It

1. What is Track It?
Track It provides customers a snapshot of all their Chase card purchases. It allows customers can track their spending online by category whenever they want, not once a year like some card companies offer. Spending snapshots are available online daily, allowing customers to track their progress toward achieving goals in real time

by visiting the Track It main page once they log in to their account on www.chase.com/Blueprint.
2. If customers would like to view their spending history and set up Track It, how do they get started?
They can visit www.chase.com/Blueprint.
3. How up-to-date is Track It?
Any purchase made since their last statement will be included in the Track It spending history.
4. If customers have set up Track It, where can they monitor their progress?
They can view their progress by logging in online at www.chase.com/Blueprint.
5. How can customers make changes to Track It?
Customers can make changes to Track It or view their progress anytime by visiting the Track It main page after they log in to their account online.