



Commercial Term Lending
P.O. Box 9176
Coppell, TX 75019-9176

Commercial Term Lending Customer Care
Toll Free (877) 344-3080
Monday through Friday 8 a.m.–7 p.m. CT
gm.ctl.customer.care@chase.com

October 10, 2025

CHARLES HENRY PROPERTIES LLC
336 EAST 56TH STREET FRNT A
NEW YORK, NY 10022

IMPORTANT NOTICE | Returned Payment for 100018625

Dear CHARLES HENRY PROPERTIES LLC

A recent electronic payment made on your loan has been returned unpaid. If you are uncertain as to why the payment was returned, please contact your branch directly to discuss your account history. This payment has been reversed from your loan which may have caused fees to be assessed.

Here's what you need to do next.

- Please make immediate arrangements for a replacement payment to avoid the possibility of additional fees from being assessed. You can pay by phone by calling Customer Care or mail a replacement check complete with your loan number included on the face of the check.

Phone: Customer Care
(877) 344-3080

Overnight: Cash Management (TX1-0021)
Chase Commercial Loan Services
14800 Frye Road
Fort Worth, TX 76155

Mail: JPMorgan Chase Bank, N.A.
Chase Commercial Loan Services
PO Box 650528
Dallas, TX 75265-0528

- If the payment was rejected due to Chase having incorrect account information or if you want to discuss the due date or assessed fees, please contact Customer Care.
- If your loan is currently set up to automatically draft your payment each month, please be advised that the auto draft on your loan has been suspended and will remain so until your loan is brought current. Once your loan is current, the auto draft will be reinstated and will resume drafting your payment monthly.
- **Ensure that you have preauthorized Chase to debit your account via ACH auto draft using the following ACH Company numbers 0000408976 and 3121180748, for any current or future ACH/ auto draft payments. Your branch banker or our Customer Care team can assist you with adding ACH auto draft to your account.**

We're here to help.

Thank you for your attention to this matter. Providing you with quality service is important to us. If you have any questions regarding your payment or other issues for your loan, please contact Customer Care.

Sincerely,

Chase Commercial Term Lending Cash Management Department

NOTICE TO SERVICEMEMBERS

If you are a federal or state military servicemember who is, or within the last year was, on active duty or active service, or an individual who is a dependent of, or a business entity that is a co-obligor with, such a servicemember, you may be entitled to certain legal rights and protections. For more information, you may contact Chase at (877) 344-3080, Monday through Friday, 8 a.m. to 7 p.m. CT to discuss your status.



JPMorgan Chase Bank, N.A. Member FDIC