

Frequently Asked Questions

Getting Started

1. How can I access [J.P. Morgan Escrow Direct](#) or [Paying Agent Portal](#)? OR
2. I don't know my username and/or password.

- Your Escrow Services deal team will set up your access for your new deal(s) in [J.P. Morgan Escrow Direct](#) and/or [Paying Agent Portal](#) (for U.S. domiciled Paying Agent deals only).
- You will receive a welcome email from J.P. Morgan Escrow Services with login guidance to the website Escrow Direct.
- Once you are set up as a new user, you will receive separate emails with your **username** (or JanusName), and a **password** that needs to be reset upon initial login.
- It may take up to an hour for your access to activate after receiving new credentials. You will need to access the email account you provided to J.P. Morgan to authenticate and receive login credentials.
- Please be sure to check your spam folders in case the new credential emails did not reach your inbox as expected.

If you are an existing client:

- Note that you may not receive new credential emails if you have been previously set up on an Escrow deal, or already have an account with [J.P. Morgan Markets](#) or [J.P. Morgan Access](#). In that case, please log in with your existing credentials related to your email ID.
- If you use a token to log into these websites, you may enter your password followed by token code in the password field of the [login](#) screen of escrow portal. Please contact [J.P. Morgan Markets Client Support](#) if you require assistance with your token, including token resets.
- You can retrieve or reset your credentials via **Forgot your Username** or **Forgot your Password** at any time.

3. I'm entering my username and/or password but having issues logging in.

Please check [System Requirements](#) to ensure you're using a compatible device and browser:

- You can access [J.P. Morgan Escrow Direct](#) on your mobile phone or tablet, in addition to desktop or laptop.
- However, [Paying Agent Portal](#) works best on desktops and laptops, rather than mobile devices.
- Internet Explorer browser is no longer supported. Most browser versions of Google Chrome, Firefox, Safari and Microsoft Edge are supported.
- Please verify if your system specifications match [System Requirements](#). It lists the recommended and optimum versions of supported software (Web Browser, Adobe Reader, Flash plug-in, etc.) and hardware (System Memory, Processor etc.) to ensure best user experience.

If you are using a compatible device and browser, but are still having trouble with newly created credentials:

- Note that it may take up to one hour for your access to activate after receiving new credentials.
- Close all browser sessions and retry after an hour by opening a new browser session/window.
- You can retrieve or reset lost credentials via **Forgot your Username** or **Forgot your Password** at any time.

If technical issues persist, please contact [Support](#).

4. I cannot see my Escrow deal on the Dashboard. [OR](#)
5. I'm seeing the "Access Restricted" page on the portal

You can generally access your future escrow transactions within [J.P. Morgan Escrow Direct](#), and view any U.S. Paying Agent deals you may have on the [Paying Agent Portal](#).

If you would like to view a specific escrow transaction on the portal, please contact your Escrow Services dedicated deal contacts to request access and entitlements to that deal. See [Support](#) or Contact Us section within Help.

Technical FAQ

6. How do I change my username/email address on file? [OR](#)
7. I no longer have access to my email.

Contact your Escrow Services dedicated deal contacts or the J.P. Morgan Escrow Paying Agent team. See [Support](#) or Contact Us section within Help.

8. The website doesn't seem to work well on my mobile phone or tablet (iPad, etc.). [OR](#)
9. The website or page seems frozen/crashing and I'm unable to continue. [OR](#)
10. I cannot see or I'm having issues viewing PDFs on screen. [OR](#)
11. I'm seeing a message "some elements on this page failed to load" repeatedly. [OR](#)
12. I'm seeing a message "page unresponsive".

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- Note that Internet Explorer browser is no longer supported. Most browser versions of Google Chrome, Firefox, Safari and Microsoft Edge are supported.
- Please verify if your system specifications match [System Requirements](#). It lists the recommended and optimum versions of supported software (Web Browser, Adobe Reader, Flash plug-in, etc.) and hardware (System Memory, Processor etc.) to ensure best user experience.

If you are using a compatible device and browser, but are still having trouble viewing content:

- Please refresh the page. If the issue persists, close all your browser sessions, open a new browser and retry.

If technical issues persist, please contact [Support](#).

Escrow Paying Agent Portal

Security FAQ

13. I failed Identity Verification and I'm locked out of Escrow Services, what should I do?

Please contact the J.P. Morgan Escrow Paying Agent team to unlock your account. See [Support](#) or Contact Us section within Help.

14. What if someone obtains my login information...can they access my transactions and receive payment?

If you believe your credentials have been lost or stolen, or an unauthorized entity has access to your information, please report this to the Escrow Services Paying Agent team to discuss options of obtaining alternate credentials and/or completing the payment process offline. See [Support](#) or Contact Us section within Help.

Using the Site

15. I received a mailing from J.P. Morgan asking me to complete paperwork. Should I do that or use the Portal?

J.P. Morgan mailed you paperwork to complete in case you preferred to mail your documents rather than use the Portal. If you do not wish to or are unable to use the Portal, you can still complete all paperwork offline by mailing in the full document package to Escrow Services; however, it may take longer to review documents and receive payment in that case.

16. I have questions about the merger / acquisition. [OR](#)

17. How was my consideration amount (amount owed) calculated?

For questions about the merger/acquisition, or how your consideration was calculated, or any other details about the transaction you are participating in, please contact your company or company representative.

18. I have questions about how to complete the steps on the Escrow Services Portal.

- Select the specific Shareholder transaction and follow the listed simple steps to submit your information in order to facilitate your payment. You will need to complete the steps and send required documentation for each transaction listed on the "Shareholder Transactions" page.
- Navigate using LOOKS GOOD and MAKE A CHANGE button as applicable on each form.
- Use the blue navigation links on the top right to navigate to the Dashboard or Shareholder Transactions, or view Terms & Conditions or Contact Escrow.
- Please contact the Escrow Paying Agent team for support. See [Support](#) or Contact Us section within Help.

19. My information listed on the screens is not accurate.

Please use the prompts within your Shareholder Profile and other pertinent sections throughout the website to make changes. If you are unable to make changes or have further questions, please contact the Escrow Paying Agent team. See [Support](#) or Contact Us section within Help.

20. I can't find my original certificates, what should I do?

- You need to submit original share certificates only if applicable to your transaction (as specified on the Shareholder Profile and Checklist screens on the Portal), and if not already surrendered to your company representative.
- If your certificates are no longer in your possession, you must submit a notarized Affidavit of Loss for each lost certificate. In case of multiple lost certificates, you may submit a single Affidavit of Loss for all lost certificates.
- The Affidavit of Loss form can be downloaded in the final Checklist step within Paying Agent Portal.

21. Where can I find my routing number and account number?

You can find this information located at the bottom of one of your checks. For more Help tips on how to find your payment information, click on the tooltips within the Payment section in the website.

22. Why did I get an error when I entered my bank routing number?

Please double-check your bank routing number – it should be nine digits. We validate the routing number you enter against a database of the routing numbers of all U.S. banks. For more Help tips on how to find your payment information, click on the tooltips within the Payment section in the website.

23. I don't know which tax form to fill out. [OR](#)

24. I have questions about how to fill out the tax forms. [OR](#)

25. I have questions about which e-sign selection to make on the tax form page.

If you have questions about which tax forms are applicable to you, or how to fill them out, please contact your tax advisor.

For questions about e-signing tax forms, please contact the Escrow Paying Agent team. See [Support](#) or Contact Us section within Help.

26. I submitted my documents...what do I do next?

Please review your Checklist after submission to determine any documents that need to be mailed in. These are listed next to an Action of **"Mail Only"**.

Please print your Checklist and follow the directions to mail the remaining documents (if applicable) to Escrow Services, in order to complete your documentation submission.

27. How long does it take to receive a payment?

The J.P. Morgan Escrow Paying Agent team will review your documents for accuracy and completeness as we receive them. Once the documentation is completed and approved, your payments will typically be processed in 2-3 business days.

If there is an issue with your documentation, then J.P. Morgan will reach out to you.