

J.P. Morgan Dublin plc - Complaints Handling Process

This sets out details of our complaints handling process for complaints made against J.P. Morgan Dublin plc ("JPMD"). JPMD is subject to a complaints management policy that aims to ensure all complaints are dealt with fairly, consistently and promptly.

Making a Complaint

If you are a client or potential client of JPMD, and are dissatisfied with or have a complaint about a product or service offered, you can make a complaint by contacting your usual J.P. Morgan contact. Alternatively you can complain by writing to: The CEO, J.P. Morgan Dublin plc, 200 Capital Dock, 79 Sir John Rogerson's Quay, Dublin 2, Ireland or by email at: nigel.jd.collett@jpmorgan.com

Handling your Complaint

The Firm has internal policies in place to address how complaints are managed by the Firm. Once we have received your complaint, we aim to resolve the issue as quickly as possible and in a consistent manner. Your complaint will be promptly acknowledged and investigated by personnel who are independent from the circumstances giving rise to the complaint. Throughout the investigatory process we will aim to keep you up to date with our progress and provide you with a substantive final response as soon as practicable. The Firm maintains records of the complaints it receives and the measures taken for resolution.

Alternative Dispute Resolution

If we have not been able to resolve your complaint within 40 working days, or you are not satisfied with our response, then you may be entitled to refer your complaint to the Financial Services and Pensions Ombudsman in Ireland. Details about the Financial Services and Pensions Ombudsman can be found here on its website <https://www.fspo.ie/make-a-complaint/>

'MIFID Complaints'

If you are a retail client, professional client or eligible counterparty and your complaint is about the provision of investment services or ancillary services (including, for example, order handling) by JPMD then this may be a 'MIFID Complaint' and if the complaint is not resolved you may be able to take civil action. However, you will not have access to the Financial Services and Pensions Ombudsman in respect of a MIFID Complaint unless you fall under the definition of being a 'Consumer'.