

**UK COMPLAINTS HANDLING PROCESS FOR SPECIFIED LEGAL ENTITIES**

## JP Morgan Chase & Co – UK Complaints Handling Process for Specified Legal Entities

This document sets out details of the complaints handling process for complaints made against JP Morgan Securities plc, JP Morgan Europe Limited, JP Morgan Mansart Management Limited, JP Morgan Markets Limited, J.P. Morgan SE<sup>1</sup> London Branch<sup>2</sup> and JP Morgan Chase Bank NA London Branch. Additionally, this document sets out the complaints handling process for complaints made against JP Morgan Chase Paymentech (CPEL) and J.P. Morgan Wholesale Payments Limited (WPEL), related to business conducted under the UK Temporary Permissions Regime (TPR). Each of these legal entities is referred to in this disclosure document as a 'Specified Legal Entity'.

### Making a Complaint

If you are a client or potential client of a Specified Legal Entity, and are dissatisfied with or have a complaint about a product or service offered by the entity, you can make a complaint by **contacting your usual JP Morgan relationship, sales or service contact** or by **writing to the contact given at the end of this notice**.

### Handling your Complaint

JP Morgan 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 fair and consistent manner. Your complaint will be promptly acknowledged and investigated by personnel who are independent from the circumstances giving rise to the complaint. We will aim to keep you up to date with our progress and provide you with a substantive final response as soon as practicable. JP Morgan maintains records of the complaints it receives and the measures taken for their resolution.

### Alternative Dispute Resolution

If you are an 'Eligible Complainant'<sup>3</sup> or a Unitholder of a fund managed by JP Morgan Mansart Management Limited and we have not been able to resolve your complaint within eight weeks, or you are not satisfied with our response then you may be entitled to refer your complaint to the Financial Ombudsman Service in the UK. If you do receive a final response letter from us and you want to contact the Financial Ombudsman Service to look into your complaint, you must contact them within six months of receiving our letter. Please note that we can reject your complaint without considering it if we receive it outside of the time limits for referral to the Financial Ombudsman Service (i.e. what you are complaining about happened more than six years ago, and you are complaining more than three years after you realised (or should have realised) that there was a problem).

'Eligible Complainants' are described in the Financial Conduct Authority's (FCA) Handbook and broadly comprise **consumers** and in addition, the following categories, (provided they are not categorised as Professional Clients, or Eligible Counterparties of the Firm at the time of the act or omission which is the subject of their complaint):

- micro-enterprises which employ fewer than ten people, with a turnover or annual balance sheet that does not exceed €2 million;
- small charities with annual income under £6.5 million at the time of the complaint;

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<sup>1</sup> J.P. Morgan SE is the resulting entity from a merger of J.P. Morgan AG, J.P. Morgan Luxembourg S.A. and J.P. Morgan Bank Ireland in January 2022.

<sup>2</sup> This process **does not apply to private banking activity** provided by J.P. Morgan SE London Branch. If you are a client of the Private Bank, complaints information is provided on the [Private Bank web page](#).

- small trusts with net asset value under £5 million at the time of the complaint;
- consumer-buy-to-let (CBTL) consumers (in relation to CBTL business);
- a small business (which is not a micro enterprise and has an annual turnover of less than £6.5 million and either employs fewer than 50 persons or has a balance sheet total of less than £5 million) at the time of the complaint;
- a guarantor (or an individual who is not a consumer and has given a guarantee or security in respect of an obligation or liability of a person being a micro enterprise or small business as at the date that guarantee or security was given) only to the extent that their complaint arises from matters relevant to their relationship with the Firm.

Details about the Financial Ombudsman Service (FOS) can be found here on the website of the Financial Ombudsman: <http://www.financial-ombudsman.org.uk/>. You can contact the service at:

The Financial Ombudsman Service  
Exchange Tower London E14 9SR

Tel: **0800 023 4 567** or **0300 123 9 123**

#### **‘MIFID<sup>4</sup> Complaints’**

If you are a retail client, professional client<sup>5</sup>, or eligible counterparty and your complaint is about:

- the provision of investment services or ancillary services (including, for example, execution of orders or underwriting of financial instruments); or
- the sale of or advice in respect of a structured deposit; or
- the management of a UCITS Fund

by a Specified Legal Entity<sup>6</sup> 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 FOS in respect of a MIFID Complaint unless you are also an Eligible Complainant.

Chief Compliance Officer,  
JPMorgan Chase & Co  
25 Bank Street London E14 5JP  
Email : [complaints.contact@jpmorgan.com](mailto:complaints.contact@jpmorgan.com)

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<sup>4</sup> ‘MiFID’ means the recast Markets in Financial Instruments Directive which also forms part of the law of the United Kingdom by virtue of the European Union (Withdrawal) Act 2018 as it has effect in the United Kingdom.

<sup>5</sup> Please note that if your MiFID Complaint is about JPMorgan Chase Bank, NA, London Branch, you must be a retail client or an elective professional client.

<sup>6</sup> MIFID Complaints cannot be made against CPEL or WPEL.