

Comprehensive Notice Board (Updated up to 31st August 2026)

A. CUSTOMER SERVICE INFORMATION:

- (i) We have separately displayed the key interest rates on deposits & forex rates on the website.
- (ii) Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques.
- (iv) Bank's MCLR (Marginal Cost of Funds-based Lending Rate) & its effective date

B. SERVICE CHARGES:

- (i) Tariff Structure for Services is available on website and Branch Notice Board
- (ii) Trade Standard Pricing is available on website and Branch Notice Board

C. GRIEVANCE REDRESSAL:

- (i) If you have any grievances/complaints, please approach:

- **Email:** You may write to the customer service executive(s) providing detailed information regarding the grievance or write to customerservice.india@jpmorgan.com
- **In-Person Visit:** You may visit our branch and meet with the Branch Manager directly
- **Letter (Postal/ Hand-delivery):** You may send a physical letter to the controlling office:
JPMorgan Chase Bank Mumbai N.A., Off CST Road, Kalina, Santacruz East, Mumbai: 400098.

- (ii) If your complaint is unresolved or unsatisfied with the resolution at the level 1, you may approach our Principal Nodal Officer at:

Mr. Ramprasadh Kantharaj
Principal Nodal Officer
Executive Director
J.P. Morgan Tower, Off CST Road, Kalina, Santacruz East,
Mumbai, 400098, India
Phone: +91 22 6157 3000
Email: nodal.officer@jpmorgan.com

- (iii) On escalation if you do not receive a response within 30 days of reporting / are not satisfied with the resolution provided by the Principal Nodal Officer you may approach the Banking Ombudsman at: [Address of the office of Banking Ombudsman](#)

The complaint may also be submitted through physical mode to the Centralized Receipt and Processing Centre set up at Reserve Bank of India:

Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India,
Central Vista, Sector 17,
Chandigarh - 160 017

Details of Integrated Banking ombudsman Scheme is available [here](#)

D. OTHER SERVICES PROVIDED:

i) We accept direct tax collection.

E. INFORMATION AVAILABLE IN BRANCH NOTICE BOARD/ WEBISTE

(i) All the items mentioned in (A) to (D) above.

(ii) The Citizen's Charter.

(iii) Time norms for common transactions.

(iv) Design and security features of all the bank notes.

(v) Documents relating to Cheque Collection, Grievance Redressal Mechanism, Security repossession and Compensation.

(vi) The complete service charges, including services rendered free of charge.

(vii) Fair Practices Code/The Code of Bank's Commitment to Customers.

Name of the Bank / Branch: - JPMorgan Chase Bank N.A., India

Weekly Holiday on: - 2nd and 4th Saturday of every month and every Sunday of the month is a holiday

Branch Working Hours: 9:30 AM to 4:00 PM