

Trend Analysis for the Complaints received in FY 2021-22

Customer Complaints

Sr No	Particulars	Year ended March 31, 2022	Year ended March 31, 2021
	Complaints received by the bank from its customers		
1	Number of complaints pending at beginning of the year	0	0
2	Number of complaints received during the year	2	3
3	Number of complaints disposed during the year	2	3
3.1	Of which, number of complaints rejected by the bank	0	3
4	Number of complaints pending at the end of the year	0	0

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase/ (decrease) in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Year ended March 31, 2022					
Others	0	2	(33.33)%	0	0
Total	0	2	(33.33)%	0	0
Year ended March 31, 2021					
Others	0	3	(70) %	0	0
Total	0	3	(70) %	0	0

Period	2020-21	2021-22
Q1 (April – June)	1	0
Q2 (July –September)	1	0
Q3 (October –December)	1	2
Q4 (January – March)	0	0
Total Complaint Received	3	2

JP Morgan Chase Bank N.A., India received a total of 2 Client Complaints during the financial year 2021-22 as compared to 3 Complaints in the previous financial year 2020-21. Given the low base of Complaints, the bank did not observe any particular trend or specific areas that requires further analysis and a special mention in its financial statement.