

COMPLAINTS POLICY

1.1 Purpose

This document is designed to provide all employees, representatives and clients with an overview of regulatory requirements in relation to the lodging and management of client complaints.

- Complaints must be recorded in writing.
- Upon receipt of a complaint, JPMorgan will acknowledge receipt within 24 hours.
- JPMorgan will initiate an investigation into the root cause and agree on preventative and corrective action.
- JPMorgan will respond to the client in writing by no later than 4 weeks from receipt of the complaint. However if this not possible, the complainant shall be provided with an appropriate explanation as to why JPMorgan is not, at that time, in a position to respond and must indicate by when the response shall be attained.

1.2 CONFIDENTIALITY

All complaints lodged with JPMorgan shall be dealt in accordance with the principles of confidentiality and protection of personal information. To maintain confidentiality in so far as that is reasonable, all participants in the process should restrict the information about the complaint to those who need to know of the complaint in order to:

- refer the complaint
- manage the complaint
- provide advice and support in the process
- review and decide upon appropriate complaint mechanisms
- Communicate the outcome to the client.

1.3 RECORDING REQUIREMENTS

JPMorgan commits to maintain a record of all client complaints received. The record of each complaint will include –

- The identity of the complainant;
- The substance of the complaint; and
- All correspondence in relation to the complaint.

1.4 REVIEW OF THE POLICY

JPMorgan shall on an annual basis review and approve the Supplementary section on the Firmwide Conflicts of Interest and Complaints policies and ensure that there is alignment with the latest legislative and regulatory requirements.

1.5 ESCALATION OF UNRESOLVED CLIENT COMPLAINTS

Whilst JPMorgan will strive to resolve all complaints brought forward by its clients, we acknowledge that there may be some instances where clients will remain unsatisfied about the remedial action.

In such an instance, the client may choose to escalate their complaints to either the:

The FAIS Ombud:

Office of the FAIS Ombudsman Sussex Office Park Ground Floor,

Block B 473 Lynwood Road Lynwood 0081

Postal Address PO Box 74571

Lynwood Ridge 0040

Telephone number: 012 762 5000 / 012 470 9080

Facsimile number: 012 348 3447/0867641422

Email Address: info@faisombud.co.za

Website: www.faisombud.co.za

OR

Director: Market Regulation Johannesburg Stock Exchange Limited (JSE)

1 Exchange Square

Sandown Sandton 2196.

+2711 520 7000

In line with the JSE rules, in order for an unresolved complaint to be considered by the JSE Market Regulation Division, the complaint must be lodged with the Director: Market Regulation within 4 weeks of the receipt of JPMorgan response and within 6 months of the conduct by JPMorgan giving rise to the complaint.

Further information

For further details on JPMorgan's complaints policy, kindly contact compliance at –

jhb.compliance@jpmchase.com / 011 507 0786