

COMPLAINT HANDLING PROCEDURE – CORPORATE & INVESTMENT BANKING, COMMERCIAL BANKING HONG KONG

How to make a complaint?

You may make a complaint to JP Morgan by letter, telephone, and email or in person. The written complaint should outline the facts, your concerns, what you are seeking from JPMorgan to resolve your complaint and how we may contact you. You also have the option of making a verbal complaint. If you do so, we ask that you provide us information as detailed as possible, so we can investigate the matter without delay.

Any complaint that you may have relating to our financial services may be addressed to us through the following channels:

By post: 34/F, One Island East, 18 Westlands Road, Island East, Hong Kong

By telephone: Complaint Hotline at (852) 2800-1717

By email: hk.complaint.officer@jpmorgan.com

Alternatively, you can also reach out to your Client Representative (if available).

Who will handle your complaint?

Any complaint received will be handled by *a member of Client Service team* or a designated person who was not originally involved in the matter giving rise to your complaint.

What are the timelines for responding to your complaint?

We will endeavour to acknowledge receipt of your complaint immediately within seven days.

We shall ensure that you receive, no later than thirty days after the date on which the complaint is received, either:

- a) a final response; or
- b) a holding response which explains why we are not yet in a position to resolve your complaint and indicate when we expect to be able to provide a final response.

If a holding response is sent, we will ensure that, no later than sixty days after the date on which the complaint is received, a final response is provided to you.

What is our commitment to resolving complaints?

We shall endeavour to resolve all complaints efficiently and with minimum inconvenience to you.

Do you have any queries?

If you have any queries in relation to our internal complaint handling procedure, please contact your *Client Representative* or the Complaint Handling officer through the channels indicated in this document.