

AUGUST 31, 2024

COMPLAINTS HANDLING PROCEDURE

GLOBAL INDEX RESEARCH GROUP

J.P. MORGAN SECURITIES LLC

J.P.Morgan

Global Index Research Group Complaints Handling Procedure

We are committed to providing quality products and services to our clients. In the event that you would like to file a complaint about our products or services, we have policies and procedures as outlined below to ensure that all such issues are addressed in a prompt, fair and consistent manner.

Filing a Complaint

We provide multiple channels through which you can contact us. They include:

- Team e-mail address – index.research@jpmorgan.com
- Direct contact through your sales representative
- [J.P. Morgan Markets Help Desk](#)

Investigation

Your complaint will be acknowledged promptly and investigated by personnel who are reasonably independent from the circumstances giving rise to the complaint. We will strive to keep you up to date with our progress and provide you with a substantive final response as soon as practicable.

Retention of Records

The relevant records concerning complaints will be kept for a minimum period of five years, subject to applicable laws or regulations.

Contact Us

For all inquiries regarding the information contained in this communication, email us at index.research@jpmorgan.com. Additional information regarding the Global Index Research Group products may be found on www.jpmorganmarkets.com.

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