

## **JPMorgan Chase Bank N.A. Paris Branch – Corporate & Investment Banking (CIB) Division – MIFID Complaints Handling Process**

This notice sets out details of our complaints handling process for complaints relating to the provision of investment services or ancillary services including for example execution of orders or underwriting of financial instruments (“MIFID Complaints”) made against JPMorgan Chase Bank N.A Paris Branch CIB division. The Firm operates a complaints management policy that aims to ensure all complaints are dealt with fairly, consistently and promptly and are free of charge.

### **Making a Complaint**

If you are a client or potential client of **JPMorgan Chase Bank N.A Paris Branch CIB Division**, and are dissatisfied with or have a complaint about a product or service offered by **JPMorgan Chase Bank N.A Paris Branch CIB Division**, you can make a complaint by contacting your usual JP Morgan relationship, sales or service contact or by writing to the contact given below:

JP Morgan Chase Bank N.A Paris Branch  
Chief Compliance Officer  
14 place Vendôme  
75001 Paris.

### **Handling your complaint**

The Firm has internal policies in place to address how complaints are managed by the Firm. Once we have received your complaint, we aim to resolve the issue as quickly as possible and in a consistent manner. Your complaint will be promptly acknowledged and investigated by personnel who are independent from the circumstances giving rise to the complaint. We will aim to keep you up to date with our progress and provide a substantive final response as soon as practicable. The Firm maintains records of the complaints it receives and the measures taken for their resolution.

### **Alternative Dispute Resolution**

If you are not fully satisfied with the position taken by or solution proposed by the Firm, then you may be entitled to refer your MIFID complaint, free of charge, to the AMF Ombudsman Service in France.

Details about the AMF Ombudsman and how you can submit a complaint can be found on the AMF website at [www.amf-france.org](http://www.amf-france.org).