

## COMPLAINT HANDLING AND GRIEVANCE REDRESSAL

### Scope

The following requirements are applicable to JPMorgan Chase Bank, N.A., GIFT City Branch('IBU') in relation to its transactions with its customers. IBU does not offer retail banking.

### Definition of "Complaint"

For the purposes of this Supplement, a "Complaint" constitutes a communication in any form – whether written or oral – made by a customer of IBU of dissatisfaction, grievance, or dispute regarding a Workforce Member of IBU, or a product or service offered by the IBU.

In determining whether a particular communication constitutes a complaint, workforce members should consider the context of all relevant communications with the potential complainant. For example, the clarification and/or withdrawal of potential concerns raised in an initial communication may be considered as a factor in determining whether a statement of dissatisfaction, grievance or dispute should be treated as a Complaint.

### Indicative list of matters not considered as complaint

- 1) Anonymous complaints (except whistleblower complaints)
- 2) Incomplete or un-specific complaints
- 3) Allegations without supporting documents
- 4) Suggestions or seeking guidance/explanation
- 5) Complaints on matters not relating to the financial products or services provided by the IBU
- 6) Complaints about any unregistered/ un-regulated activity
- 7) References in the nature of seeking information or clarifications about financial products or services

### Making a complaint

Customers may make a complaint to IBU by letter, email or in person. The written complaint should outline the facts, concerns, what is being sought from IBU to resolve the complaint and how may the IBU contact the complainant. There is also the option of making a verbal complaint in person by providing information as detailed as possible, to investigate the matter without delay.

Any complaint relating to IBU's financial services may be made by post or by email addressed to i. <b>to the CRO</b> – Rinkesh Patel or, ii. <b>to the CRAO</b> - Anirudh Kejriwal (in case of an appeal)	Address: JPMorgan Chase Bank N.A., GIFT City Branch Unit No. 605, 6th Floor, Brigade International Financial Centre, Building No.14A, Block 14, Zone 1, GIFT SEZ, GIFT City, Gandhinagar, Gujarat, 382050
<b>Complaint Redressal Officer (CRO)</b>	<a href="mailto:CRO.Giftcitybankbranch@jpmorgan.com">CRO.Giftcitybankbranch@jpmorgan.com</a>
<b>Complaint Redressal Appellate Officer(CRAO)</b>	<a href="mailto:CRAO.Giftcitybankbranch@jpmorgan.com">CRAO.Giftcitybankbranch@jpmorgan.com</a>

### Complaint Handling

All complaints will be handled in fair and impartial manner. Complaint will be handled by a designated person who was not originally involved in the matter giving rise to the complaint.

### Timelines

IBU will acknowledge receipt of complaint promptly within seven business days.

IBU shall ensure to provide, in no later than thirty business 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 the complaint and indicate when we expect to be able to provide a final response.

If a holding response is sent, IBU will endeavour to provide a final response, no later than forty five business days after the date on which the complaint is received.

## **Appeal Mechanism**

- a) If a complainant is not satisfied with the resolution provided by the IBU or if the complaint has been rejected by the IBU, the complainant may file an appeal before the CRAO within 30 business days from the receipt of the decision from the CRO.
- b) The CRAO shall dispose of the Appeal within 30 business days.

## **Role of Compliance Officer**

The IBU Compliance Officer must ensure that complaints are handled and disposed as per IFSCA guidelines.

## **Escalation to IFSCA**

If a complainant is not satisfied with the resolution and has exhausted the appellate mechanism of the IBU, the complainant may file a complaint before the Authority through email to grievance-redressal@ifsc.gov.in preferably within 21 days from the receipt of the decision from the IBU

## **Record keeping**

1. IBU must maintain all records related to handling of complaints in electronic retrieval form for a minimum period of seven years from the date of disposal of complaint.
2. In case of any pending litigation or legal proceeding relating to the complaint, the record shall be maintained for the applicable period, after final disposal of the proceeding
3. The record must contain Following information:
  - i. Complaints received and processed;
  - ii. All correspondence exchanged between the IBU and the complainants;
  - iii. All information and documents examined and relied upon by the IBU while processing of the complaints;
  - iv. Outcome of the complaints;
  - v. Reasons for rejection of complaints, if any
  - vi. Timelines for processing of complaints; and
  - vii. Data of all complaints handled

## **Reporting**

- a) IBU must file reports on handling of complaints in the form and manner specified by the Authority from time to time.
- b) IBU must have a section with heading "Complaint Handling and Grievance Redressal" in its Annual Report. The section Shall provide data of all complaints received, resolved, rejected and pending during the year: