



## **COMPLAINT HANDLING PROCEDURE – COMMERCIAL & INVESTMENT BANKING AND TREASURY & CHIEF INVESTMENT OFFICE HONG KONG**

This complaint procedures apply to JPMorgan Chase Bank, N.A., Hong Kong Branch, organized under the laws of U.S.A. with limited liability and the Hong Kong legal entities J.P. Morgan Securities (Asia Pacific) Limited, J.P. Morgan Broking (Hong Kong) Limited and J.P. Morgan Securities (Far East) Limited operating in Hong Kong. (collectively, the “JPMorgan”).

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### **WAYS TO LODGE A COMPLAINT**

You may lodge a complaint to JPMorgan by letter, telephone, email, or in person. A 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 choose to do so, we ask that you provide as much detail information as possible, so we can investigate the matter without delay.

Any complaint you may have relating to our financial services can be addressed to us through your Client Representative or the following channels:

Email	hk.complaint.officer@jpmorgan.com
By Post	18th Floor, Chater House, 8 Connaught Road, Central, Hong Kong (Attention to Senior Country Business Management)
By Telephone	Complaint Hotline at (852) 2800-1717

### **RECEIVING COMPLAINT**

Any complaint received will be managed by a member of the Client Service team or a designated individual employee from the JPMorgan. The person handling the complaint will not be someone who was originally involved in the issue that led to the complaint.

### **ACKNOWLEDGEMENT OF COMPLAINTS AND TIMELINE**

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

Depending on the nature of the complaint, a response will be sent to client 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 provide a final response no later than sixty days after the date of receiving your complaint.

### **OUR COMMITMENT TO COMPLAINT RESOLUTION**

All complaints will be handled confidentially and resolved efficiently, with minimal inconvenience to you.

If you are dissatisfied with our response, you may submit additional information in writing (by post or email) for further review of your complaint.

For more information or queries, please contact your Client Representative or write to us through the above channels.