

# Complaint handling guidelines

This document is designed to explain how to file a complaint and to clarify how treats and processes such complaints are escalated.

J.P. Morgan Asset Management operates a written complaints procedure that aims to handle all complaints fairly, promptly and consistently.

## 1 Making a complaint

If you are a potential, existing or former customer of J.P.Morgan Asset Management (Europe) S.a. r.l and are dissatisfied with any aspect of our service you may complain to us. You can contact our Client Services Team using the Contact information provided below. Alternatively, you can contact us through your Financial advisor

## 2 Handling your complaint

Your complaint will be recorded and investigated Accordingly.

If a third party was involved in the transaction we may seek information to assist our investigation and may request written approval from you before contacting a third party.

## 3 Acknowledge of your complaint

We aim to acknowledge your complaint within one business day. If we are unable to finalise the response we will Provide you with an update of the progress no later than 10 business days After the receipt of your complaint.

## 4 Regulator

You can refer your complaint with the local regulator.

Details of how you can file a complaint can be found in the link below.

### CONTACT INFORMATION

<b>Team</b>	Client Service
<b>Address</b>	J.P. Morgan Asset Management Hamngatan 15 111 47 Stockholm Sweden
<b>Nominees</b>	Please contact your usual JPMorgan Representative

J.P. Morgan Asset Management is the brand name for the asset management business of JPMorgan Chase & Co and its affiliates worldwide. You should note that if you contact J.P. Morgan Asset Management by telephone those lines may be recorded and monitored for legal, security and training purposes. You should also take note that information and data from communications with you will be collected, stored and processed by J.P. Morgan Asset Management in accordance with the EMEA Privacy Policy which can be accessed through the following website <http://www.jpmorgan.com/pages/privacy>.

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