

## **J.P. Morgan SE - Dublin Branch - Complaints Handling Process**

This sets out details of our complaints handling process for complaints made against J.P. Morgan SE - Dublin Branch. J.P. Morgan SE - Dublin Branch is subject to a complaints management policy that aims to ensure all complaints are dealt with fairly, consistently and promptly.

### **Making a Complaint**

If you are a client or potential client of J.P. Morgan SE - Dublin Branch, and are dissatisfied with or have a complaint about a product or service offered, you can make a complaint by contacting your usual JP Morgan Client Services contact [Dublin\\_Coverage\\_Officers@jpmorgan.com](mailto:Dublin_Coverage_Officers@jpmorgan.com).

Alternatively, you can complain by writing to: The Head of Client Services, J.P. Morgan SE - Dublin Branch, J.P. Morgan Dublin plc, 200 Capital Dock, 79 Sir John Rogerson's Quay, Dublin 2, Ireland.

### **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. Throughout the investigatory process we will aim to keep you up to date with our progress and provide you with 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 we have not been able to resolve your complaint within 40 working days, or you are not satisfied with our response, then you may be entitled to, subject to eligibility, refer your complaint to the Financial Services and Pensions Ombudsman (FSPO) in Ireland.

Details about the FSPO can be found here on its website <https://www.fspo.ie/make-a-complaint/>.

Details on complainant eligibility are also available on the FSPO website.

You can contact the FSPO at:

Irish Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2  
D02 VH29  
Ireland

Tel: + 353 1 567 7000

Email: [info@fspo.ie](mailto:info@fspo.ie)

Website: <https://www.fspo.ie>

You may also be entitled to refer your complaint to the Financial Ombudsman Service in Germany. Details about the Financial Ombudsman Service (FOS) can be found here on the website of the Financial Ombudsman: <https://bankenombudsmann.de/>. For more details on the J.P. Morgan SE complaints process, please see <https://www.jpmorgan.com/DE/en/contact-us>.

## J.P.Morgan

### **'MIFID Complaints'**

If you are a retail client, professional client or eligible counterparty and your complaint is about the provision of investment services or ancillary services (including, for example, order handling or safekeeping of assets) by J.P. Morgan SE - Dublin Branch then this may be a 'MIFID Complaint' and if the complaint is not resolved you may be able to take civil action. However, you will not have access to the Financial Services and Pensions Ombudsman in respect of a MIFID Complaint unless you are also a Consumer.

### **'PSD2 Complaints'**

If you are a client, and are dissatisfied with, or have a complaint about a product or service offered under the Payment Services Regulations 2018, you can make a complaint by contacting your usual J.P. Morgan relationship, sales or service contact. Complaints may be made in writing, including electronically, or verbally.

We will aim to send you our final response to complaints within 15 business days after the day on which we received the complaint, or within 35 days in exceptional circumstances. In these exceptional cases we will issue you with a holding response by the end of business day 15, indicating the reasons for the delay in answering the complaint and specifying the deadline by which we will send our final response.

If a client is not satisfied after receiving the final response from J.P. Morgan SE - Dublin Branch, a client may, subject to eligibility, refer the matter to the Irish Financial Services and Pensions Ombudsman, noting FSPO details above.