
Complaint handling guidelines

J.P. Morgan Asset Management operates a written complaints procedure in accordance with the Financial Conduct Authority rules.

Our aim is to handle all complaints fairly, promptly and consistently.

Making a complaint

If you are a potential, current or previous customer with J.P. Morgan Asset Management and are dissatisfied with any aspect of the marketing or administration of your investment you may complain to us, free of charge.

You can contact us by calling our UK-based Investor Services team on 0800 20 40 20 or by writing to:

Client Services Manager
J.P. Morgan Asset Management
Client Administration Centre
PO Box 12272
Chelmsford, CM99 2EL

Alternatively, you can contact us through your financial adviser.

Handling your complaint

Your complaint will be recorded and investigated by a trained and competent complaints officer.

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

When you will hear from us

We aim to acknowledge your complaint within five business days.

If we are unable to finalise our response we will update you no later than eight weeks of receipt of your complaint.

If your complaint is accepted, we will make an offer to compensate you for any losses caused by our actions. If your complaint is not accepted, we will explain the reasons why.

Ombudsman service

We will notify you of your right to refer your complaint to the Financial Ombudsman Service where relevant should you remain unhappy with our response.

Where you wish to refer your complaint to the Ombudsman, you must do this within six months of our final response.

Issued by JPMorgan Asset Management Marketing Limited which is authorised and regulated by the Financial Conduct Authority and is part of J.P. Morgan Asset Management marketing group which sells investments and pension products. Telephone calls are recorded and may be monitored for security purposes. Registered in England No. 288553. Registered office: 25 Bank Street, Canary Wharf, London E14 5JP.
