

Firm name: J.P. Morgan Trustee & Administration Services Limited

Group: J.P. Morgan Asset Management

Period overed in this report: 1 January – 31 July 2019

Brands/ Trading Names Covered: J.P. Morgan Asset Management

Product/Service grouping	Number of complaints opened by volume of business (provision at reporting end date)	Number of complaints opened	Number of complaints closed
Investments	19.20 per 1000 client accounts	606	543

% closed within 3 days	% closed within 3 days and 8 weeks	% upheld	Main cause of complaints opened
28%	68.32%	40.88%	Other general admin / customer service