

JPMorgan Asset Management (Australia) Limited

We have established procedures for dealing with complaints. If you wish to make a complaint we can be contacted by phone on 1800 576 468 or by writing to:

Compliance Manager

J.P. Morgan Asset Management

Level 18, 85 Castlereagh Street

Sydney NSW 2000

Email: jpmorgan.funds.au@jpmorgan.com

We will endeavour to acknowledge receipt of your complaint in writing as soon as reasonably practicable and in any event within 1 business day from receipt. The maximum response timeframe is 30 days for standard complaints. Other types of complaints and complex complaints may have a different maximum response timeframe. We will let you know if a different maximum response timeframe will apply to your complaint.

If you are not satisfied with the outcome, the complaint can be referred to the Australian Financial Complaints Authority (AFCA), an external complaints resolution scheme in which we hold a membership.

You can contact AFCA on 1800 931 678, or by writing to:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.au