

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:

Complaints Manager
J.P. Morgan Asset Management
Level 18, 85 Castlereagh Street
Sydney NSW 2000
Email: jpmorgan.funds.au@jpmorgan.com

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.

We are committed to ensuring our complaints process is accessible to all clients and will work with you to discuss your complaint via your preferred method of communication where possible.

National Relay Service – TTY 1800 555 630

If you are deaf or have a hearing or speech impairment, you can phone us through the National Relay Service. Visit their website at <https://www.accesshub.gov.au/about-the-nrs> or call the Helpdesk on 1800 555 660 (TTY 1800 555 630).

Translating and Interpreting Service – 131 450

If you have difficulty speaking or understanding English, you can call the interpreting service, TIS National. TIS National will then call us with an interpreter so we can help you with your query.

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 Limited
GPO Box 3
Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au