

Communication

Summary guide

At J.P. Morgan Asset Management, we understand that all of our clients are unique and a one size fits all approach is not viable when communicating with you. Please see below for the various options available to help those who need some extra assistance.

Correspondence

If you have difficulty reading small font, we are able to send all of our letters in braille or large print. Please let us know if you would like your correspondence to be issued in a different format. If you would like to write to us, our address is:

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

Whilst we will always communicate with you directly, we do encourage all of our clients to seek financial advice to ensure the investment is suitable and meets your investment objectives.

You can find financial advisers in your local area by visiting one of the below sites:

- www.vouchedfor.co.uk
- www.unbiased.co.uk
- The Chartered Institute for Securities & Investment - www.financialplanning.org.uk

Telephone

Our Client Administration Centre is open 9am - 5.30pm Monday to Friday where a number of experienced associates will be able to take your call.

If you are hard of hearing, you may wish to use the Text Relay service which is provided by BT. To use this service, please dial 18001 then our telephone number 0800 20 40 20 (or or +44 1268 44 44 70). Your call will be directed to a relay assistant in a call centre who will act as an intermediary. You can then type your message to the assistant, who will speak to us. For further information, please visit <https://rnid.org.uk/information-and-support/technology-and-products/relay-uk/>

Online

Email

If you wish to email us with a query, our email address is accounts@uk-email.jpmorgan.com. However, please do not send any personal or confidential information as this is not guaranteed to be a secure communication method.

Online Facility

We have an online facility which you can use to view your existing investments. Please visit jpmorgan.myaccountonline.co.uk where you can buy, sell or switch your investment¹ along with the option to change your email address, phone number or postal address. You are also able to view historic statements produced for your account.

In addition to our online facility, we have a detailed website where you can find additional resources such as prices and fund information. Please visit https://am.jpmorgan.com/gb/en/asset-management/per/products/fund-explorer/investment_trusts for more information.

Website

In the creation of this website, we are committed to making the content accessible to the widest possible audience. Our aim is to ensure that web pages available on this site comply with Priority 1 items of the W3C Web Content Accessibility Guidelines and best practice recommendations as stated by the Web Accessibility Initiative.

Our goal of continuous improvement means that we regularly review pages and documents to upgrade any legacy content to comply with current accessibility standards.

- Design is controlled using stylesheets allowing for the control of font size and more.
- Images that contain important information will have appropriate alternative text.
- Text size can be controlled through your chosen web browser, please consult the browser help documentation for more information.

¹Please note, these dealing options are only available if the account is a single account.

Adobe Acrobat Portable Document Format (PDF) Files

If you are using assistive technologies and are unable to access the contents of PDF documents, Adobe Systems, Inc., provides a free translation service through their Adobe Access web pages which will translate PDF files to web pages (HTML documents).

For pages that are not viewed directly from the internet, Adobe Access has a free downloadable accessibility plug-in for use with the latest versions of the Adobe Acrobat Reader for virtually all operating systems. This plug-in allows access to PDF documents with assistive technologies. Please visit the Adobe Access web site on <https://acrobat.adobe.com/uk/en/acrobat/features.html> for further information.

Browser compatibility

These pages are designed for modern web browsers, but should be accessible in all browsers. This includes simple text browsers and adaptive browsers. The pages may not appear the same in old browsers or browsers that do not follow internet standards, though the information should still be accessible.

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