

CONSUMER QUERIES AND COMPLAINTS PROCEDURE

1. Procedure

- (a) To raise a query or a complaint please send an email to tpp.support@jpmorgan.com
- (b) A designated service personnel will receive your queries or complaints
- (c) In case of a complaint, a complaints handling specialist will be assigned for assessment and dispositioning

2. For all queries and complaints a case will be created by the designated service personnel for tracking purposes

3. Service Level Agreement

- (a) Acknowledgement of receipt of queries and complaints will be sent within 24 hours.
- (b) Any payment-related complaint will be resolved and a final resolution response, via letter or email, will be sent to the complainant within 15 business days.
- (c) In exceptional circumstances, if a complaint cannot be resolved and closed within this timeframe, the designated service personnel will update the complainant before day 15. The final resolution will not exceed more than 35 days from the date of receipt of the complaint.