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# J.P. Morgan Mansart Management Limited Complaints Handling Guidelines

Last updated: December 2020

## Making a complaint

You can make a complaint about a fund managed by J.P. Morgan Mansart Management by calling your usual J.P. Morgan representative or by writing to:

Email: [mansart.funds@jpmorgan.com](mailto:mansart.funds@jpmorgan.com)

Postal address:

J.P. Morgan Mansart Management Limited

25 Bank Street

London, E14 5JP

Any complaint regarding the person or firm advising on or selling the product can be submitted to that firm.

## Handling your complaint

Once we have received your complaint, we will do our best to resolve the issue as quickly as possible. We will acknowledge your complaint and investigate it. We will aim to provide you with a final response within 8 weeks of receipt of your complaint.

## Ombudsman service

If we have not been able to resolve your complaint within eight weeks or you are not satisfied with our response, you may be able to refer your complaint to the Financial Ombudsman Service. For information about the Financial Ombudsman Service visit - <http://www.ombudsman-services.org/contact-us-communications.html>