

## Trend Analysis for Complaints Received in 2022-23 and 2021-22

### Customer Complaints

Sr No	Particulars	Quarter ended March 31, 2023	Year ended March 31, 2022
	Complaints received by the bank from its customers		
1	Number of complaints pending at beginning of the year	0	0
2	Number of complaints received during the year	5	2
3	Number of complaints disposed during the year	5	2
3.1	Of which, number of complaints rejected by the bank	2	0
4	Number of complaints pending at the end of the year	0	0

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase/ (decrease) in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Quarter ended March 31, 2023					
Others	0	5	150%	0	0
Total	0	5	150%	0	0
Year ended March 31, 2022					
Others	0	2	(33) %	0	0
Total	0	2	(33) %	0	0

Period	2021-22	2022-23
Q1 (April – June)	0	1
Q2 (July –September)	0	1
Q3 (October –December)	2	1
Q4 (January – March)	0	2
Total Complaint Received	2	5

JP Morgan Chase Bank N.A., India received a total of 4 Client complaints during the financial year 2022-23 as compared to 2 complaints in the previous financial year 2021-22. Given the low base of client Complaints, the bank did not observe any particular trend or specific areas that requires further analysis and a special mention in its financial statement.