

J. P. Morgan Workplace Solutions

How to file a complaint with JP Morgan Securities

If you are a participant in a share plan administered by J.P. Morgan Workplace Solutions with a stock plan account at JP Morgan Securities and are dissatisfied with any aspect of the services you have received, you can submit your complaint using any of the following channels:

- **Online:** Use the “Contact Us” or “Helpdesk” page on your J.P. Morgan Workplace Solutions digital experience.
- **Email:** support@globalshares.com
- **Telephone:** +1-646-968-0653
- **Post:** JPMS Complaints Officer, 575 Washington Blvd, Floor 09, Jersey City, NJ, 07310-1616

To help us investigate your complaint efficiently, please provide:

- Your full name, address, scheme name, and client account number
- A clear description of the issue, including relevant dates and details
- Names of any Global Shares staff contacted
- Copies of any supporting documentation
- Your preferred contact method

Residents of Switzerland may also contact the Swiss Ombudsman as listed below:

FINSOM

Online Enquiry Form: [Hotline EN - Financial Services Ombudsman \(FINSOM\) Switzerland](#)

Phone: +41 27 552 04 24

Email: info@finsom.ch

Address: Avenue de la Gare 66, 1920 Martigny, Switzerland