

## Complaints Management Policy

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### Objective

In accordance to IOSCO Principle 16 (version FR07/13), the objective of this procedure is to permit "Stakeholders to submit complaints including concerning:

- Whether a specific Benchmark determination is representative of the underlying interest it seeks to measure
- Application of the methodology in relation to a specific benchmark determination
- Other administrator decisions in relation to a benchmark determination"

### Scope

This policy applies to all indices administered by amLeague

This policy is for effective complaints: common questions or queries should be addressed to your habitual amLeague contact.

### Submission of the complaint

Your complaint may be sent by e-mail to: [regulation@am-league.com](mailto:regulation@am-league.com)

Please attach all relevant documents necessary to analyze your complaint.

### Processing the complaint

- You will receive, at the latest the next working day, an e-mail confirming we have received your complaint.
- Within 10 working days, an answer will be provided to you (including eventually an extension of the answer period due to further investigation needed).
- In the event the answer does not meet your expectations, your complaint is to be addressed to amLeague CEO.