



## INDEX REQUESTS and COMPLAINT POLICY

Questions regarding indexes are best addressed by contacting the Index Production Team at [production@vettafi.com](mailto:production@vettafi.com). If a stakeholder is not satisfied with responses received they may decide to make a formal complaint.

For complaints, VettaFi has a formal complaint process that is monitored and archived for 5 years. Complaints should be related to index quality, determination, application of index methodology, index values, and other decisions related to determination and dissemination. Complaints will be investigated by personnel independent of any personnel who may be or may have been involved in the subject of the complaint. VettaFi will acknowledge receipt of a complaint within 3 business days and respond to the substance of the complaint within 8 business days. If a complainant is not satisfied with the resolution, they can escalate their concerns to Index Governance which will acknowledge receipt of a complaint within 3 business days and respond to the substance of the complaint within 8 business days.

Complaints: [IndexRegulation@vettafi.com](mailto:IndexRegulation@vettafi.com)

Index Governance: [indexgovernance@vettafi.com](mailto:indexgovernance@vettafi.com)

Review:

Version	1.0.0
Reviewed by	Index Governance and Index Committee
Review Date	June 2023
Next Review	June 2024
Review Date	July 2024
Next Review	June 2025

Changes:

Version	Date	Author/Editor	Summary of Change
1.0.0	June 2023	Moshe Greenberg	Policy Creation
1.0.1	July 2024	Moshe Greenberg	Annual Review

