

AKROS

# Akros Index Engineering Benchmark Determination Complaints-Handling Policy

Akros Index Engineering Inc.

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## Benchmark Determination Complaints-Handling Policy

For inquiries related to indexes, stakeholders should contact the Index Production Team at [akros@index.engineering](mailto:akros@index.engineering). If a stakeholder is dissatisfied with the response received, they may opt to file a formal complaint.

Akros Index Engineering Inc. (“AIE” or the “Company”) maintains a formal complaint process, which preserves records of complaints for 5 years. Complaints should pertain to issues such as index quality, determination, application of index methodology, index values, and decisions related to the determination and dissemination of indexes. Complaints are investigated by personnel independent from anyone who may be or might have been involved in the matters under complaint. AIE will acknowledge receipt of a complaint within 3 business days and will address the substance of the complaint within 8 business days. If the resolution is not satisfactory, complaints have the option to escalate their concerns to the Compliance Officer, which will also acknowledge receipt within 3 business days and respond substantively within 8 business days.

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