

# Index Complaints Procedure

Procedure for the management of complaints  
regarding the calculation of Sociedad de Bolsas, S.A.  
Indexes

Indices

April 2025

## **Procedure for the Management of complaints regarding the calculation of Sociedad de Bolsas, S.A. Indexes**

### **1. Subject-matter**

The purpose of this procedure is to establish the systematic to be applied in the processing of complaints on the calculation of the Indexes of Sociedad de Bolsas, S.A.

### **2. Scope**

This procedure will be applicable in the management of complaints that, if any, arise from the calculation of the Indexes of Sociedad de Bolsas, S.A.

### **3. Beginning of the procedure**

Any complaints regarding the calculation of the Indexes should be addressed in writing, including electronic media established for this purpose, to the Technical Advisory Committee, expressly indicating the will to submit a complaint, describing in detail this and the facts that support it and providing the supporting documentation of such facts.

Complaints shall be addressed to: [index-complaints@grupobme.es](mailto:index-complaints@grupobme.es) o Index Management Secretariat- BME – Plaza de la Lealtad, 1 28014 Madrid

### **4. Development of the procedure**

The Index Management Secretariat is in charge of receiving and assessing the complaints in the first instance, proceeding to gather the appropriate background information on the issues raised in the different areas of Sociedad de Bolsas, S.A., which may be aware of them.

Additionally, the Index Management Secretariat will inform the Technical Advisory Committee Secretariat that, in turn, will inform the Technical Advisory.

It is also the responsibility of the Index Management Secretariat to submit to the Technical Advisory Committee the corresponding proposal for resolution of the complaint along with the same and all the background information gathered.

### **5. Applicable regulation**

The internal rules to be taken into account in the management and resolution of complaints are, among others, the following:

- Technical Regulations for the Composition and Calculation of IBEX Indexes and Strategy Indexes on Stocks
- Technical Regulations for the Composition and Calculation of Stock Exchanges Indices

- Technical Regulations for the Composition and Calculation of Fixed Income and Public Debt Indices
- Technical Regulations for the Composition and Calculation of Latibex Indices
- Notice from the Technical Advisory Committee.
- Notice from the Index Manager.
- Notices from the Management Committees of the Stock Exchanges Indices
- Latibex Indices Notices

## 6. Resolution

The resolution of the complaints posed corresponds to the Technical Advisory Committee.

The resolution will be written, addressed to the complainant and will also tackle all the issues that arise in the complaint.

## 7. Deadline

A maximum period of ninety days is established from the date of the entry registration of the corresponding claim for its resolution.

## 8. Monitoring

The Technical Advisory Committee, at its ordinary meetings, must be informed of the status, evolution, and, where appropriate, resolution, of all the complaints received. the corresponding claim for its resolution.

## 9. Record-keeping

The complaint records, as well as all the documentation provided and generated in the processing of the complaint, shall be kept in a file reserved for that purpose, for a period of at least five years.

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