

Oslo Børs Index Queries and Complaints Policy

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1. Introduction

This policy document serves as guidance for the handling of queries and complaints relating to indices administered by Oslo Børs. Complaints may refer to whether a specific index determination is representative of the underlying interest it seeks to measure, applications of the methodology in relation to a specific index determination(s) and other administrator decisions in relation to an index determination.

1.1 Readership

This document should be read in conjunction with the following:

- Oslo Børs Index Methodology – Equities
- Oslo Børs Index Methodology – Core Bonds
- Index Methodology – Oslo Børs Specialized Bond and Money Market Indices
- IOSCO Principles for Financial Benchmarks
- Oslo Børs Compliance with IOSCO Principles

2. Queries and complaints procedure

If an index user, market participant or other third party wishes to raise an issue regarding Oslo Børs' index methodology, service or other issue regarding the suitability of an index, they should contact the Oslo Børs Products Team¹.

Upon receipt the Products Team will categorize the request as to whether it is a query or a complaint and whether it relates to a general query, a market data service delivery issue, an index calculation issue or an index methodology issue.

Based on the initial assessment and the nature of the query the Products Team will determine any level of escalation for the query. The escalation path from the Products Team is the Index Management Committee² and the Index Complaints Committee, in that order. The Index Complaints Committee consists of Oslo Børs senior management employees who are not members of the Index Management Committee.

Wherever reasonably practicable, individuals investigating a complaint will be independent of those individuals who might be involved in the subject of the complaint.

All records relating to any complaints will be kept by Oslo Børs for at least five years.

2.1 General queries

General queries relating to indices are usually answered by the Products Team, and dealt with as fast as possible, in any case within a fair and reasonable time period.

¹ The Products Team is further described in the Oslo Børs indices rulebook, "Index Methodology – Equities"

² The Index Management Committee is further described in the Oslo Børs indices rulebook, "Index Methodology – Equities"

2.2 Market data service delivery issue

Queries and complaints regarding the index dissemination are usually answered by the Products Team, in some cases with assistance from the Technical Support Team³. These queries refer, for example, to problems relating to real time index dissemination and/or to the distribution of the index weight files.

If a query or complaint reveals an existing problem that concerns the current real time index dissemination, a message is sent immediately to all market participants. The Products Team will keep the party who sent the query and the market participants updated until a solution has been found and communicated.

If a query or complaint reveals an existing problem that concerns the distribution of the index weight files, this will be corrected as soon as possible. Weight files will be redistributed to all index weights clients along with a notification of the problem.

2.3 Index calculation issue

Queries and complaints regarding the index calculation are usually answered by the Products Team. In case of generic calculation errors such as those arising from inappropriate treatment of corporate actions, or data errors such as incorrect number of shares, the Products Team will initiate recalculation procedures, and when necessary redistribute weight files and/or restart the real time index calculation.

2.4 Index methodology issue

Queries and complaints regarding the index methodology are usually answered by the Products Team. Complaints concerning Oslo Børs' interpretation of the index methodology or exercise of discretion will be escalated to the Index Management Committee.

Queries or complaints that may result in permanent changes to the index methodology may, upon assessment and decision by the Index Management Committee, be presented for the Index Advisory Group⁴ for consultation. Significant changes to the methodology may also be subject to a broader consultation of index users and other relevant market participants.

If a complaint results in a change in an index determination, the resolution will be published or made available to index users and market participants as soon as possible.

3. Contact details

Contact	Telephone	E-mail	Service hours (CET)
Products Team	+47 22 34 18 02	products@oslobors.no	07:30-18:00
Technical Support Team	+47 22 34 19 90	technicalsupport@oslobors.no	07:00-21:00

³ The Technical Support Team is a part of the IT department at Oslo Børs, and serves as first line support in cases of technical issues with the real time feed

⁴ The Index Advisory Group is further described in the Oslo Børs indices rulebook, "Index Methodology – Equities"