

# ASX Benchmarks Complaints Policy

BBSW

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## How to complain

ASX welcomes complaints as it provides us insight into our service. Complaints relating to:

- whether a specific Benchmark determination is representative of the underlying Interest it seeks to measure,
- application of the Methodology to a specific Benchmark determination
- pricing and fee structures for access to a specific Benchmark and
- other Administration decisions in relation to a Benchmark determination

can be made through ASX's complaints portal <http://www.asx.com.au/contact/#/complain>

For a dispute specifically about the BBSW benchmark, please contact ASX Pricing on:

T +612 9227 0342

E [ASXBPricing@asx.com.au](mailto:ASXBPricing@asx.com.au)

## How to dispute a benchmark rate

Where a complaint relates to a request to review BBSW rate(s), we will respond on the same day. Please note any request to review the published BBSW rate needs to be lodged to ASX by 11:00am Sydney time or within 30 minutes of the publication as per the ASX BBSW conventions. To ensure you receive a timely response please direct all complaints regarding a dispute of the rate published to ASX Pricing. Any request to review the published BBSW rate sent via other channels may not receive the same turnaround time.

## How long will ASX take to respond to other complaints?

ASX endeavours to respond to all complaints as quickly as possible. For all other complaints we expect to be able to provide a formal response within 5 business days unless significant resourcing is required to investigate your concerns, in which case we will be in touch to let you know there has been a delay.

## How is your complaint managed?

Our customer service staff, who are independent from our staff involved in the Benchmark determination process, are responsible for taking, recording and reporting on complaints. Resolution and analysis may require additional ASX team involvement. Complaint resolutions are approved by senior management prior to customer reporting.

## If required, what is the escalation process?

If you feel the outcome is unsatisfactory, you may request customer service escalate your complaint within ASX to the Executive General Manager of Derivatives and OTC Markets and the General

Manager of Enterprise Compliance for review. You may also escalate your complaint to the Australian Securities Investments Commission.

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