

## Complaint Handling Policy

American Metal Market

# Complaint Handling Policy

---

American Metal Market (AMM) aims to provide its subscribers with timely news and quality pricing information on the metal markets that meets the highest standards. In the event that a customer has a question, wishes to raise issues or provide feedback, we provide several levels of service designed to handle complaints.

**I. Routine Inquiries.** Most inquiries can be handled by the reporter responsible for specific pricing. If you would like a number or methodology double-checked the reporter will open an inquiry and consult with his or her team leader before providing you with a response.

**II. Escalation to Editor of AMM.** If you are not satisfied with the answers or explanations to specific inquiries at this level, or if you have general feedback and concerns about overall issues, you may immediately contact AMM's Editor Bristol Voss ([bristol.voss@amm.com](mailto:bristol.voss@amm.com)).

**III. Escalation above AMM personnel.** To further escalate your concern, please be advised of our Formal Complaint Policy. AMM maintains a formal complaints' handling policy to allow issues to be investigated independently of any personnel who may be involved in the subject of the complaint.

a. You may initiate the **Formal Complaint Policy** if you are not satisfied with answers provided by AMM personal. You may also initiate the Formal Complaint policy regarding any issue (including market value, proposed price assessment changes, applications of methodology in relation to a specific price assessment and other editorial decisions in relation to price assessment processes).

b. **How to:** In such an instance, you should submit your **Formal Complaint** communication in writing to Paolo Sorze, Metal Bulletin Group Market Data and Compliance Manager ([paolo.sorze@metalbulletin.com](mailto:paolo.sorze@metalbulletin.com)) and should include name, company and contact details of the complainant, and details of the specific issue under dispute.

**IV. Explanation of the Formal Complaint Policy Process.** Paolo Sorze is not an employee of AMM and is an independent, in-house third party of AMM's parent company, Metal Bulletin Group. His aim is to investigate any formal complaints in a timely and fair manner. Once a complaint is received, he will acknowledge receipt in writing within three business days and log the issue in our complaints' register before promptly commencing an investigation.

He, will provide a written response to the complainant within 28 days from the date of receipt of the complaint. The response will include details on how the investigation was carried out, an explanation of our decision and our planned or completed actions as a result where applicable.

**V. Explanation of the Appeals for Review Process.** After going through the **Formal Complaint Process** you have the option to appeal any aspect of how the complaint was handled or further question any of the pricing and methodology explanations.

a. **How to:** You may initiate the **Appeals Process** by informing Paolo Sorze you are not satisfied with how your formal complaint was handled and/or its results. Mr. Sorze forwards all such **Appeals for Review** to either an independent non-executive member of Metal Bulletin Group's Board or to one of the senior management team within Metal Bulletin's parent organisation, Euromoney Institutional Investors PLC.

b. Paolo Sorze will liaise with non-executive board members and company directors, etc., and will keep you informed about how long your inquiry may take to process. Also, he will provide you an estimated date by which you may expect an answer from the independent non-executive member of Metal Bulletin's Group Board and/or other senior management within Metal Bulletin's parent organization Euromoney Institutional Investors PLC, regarding a resolution to your complaint or request for investigation.

## **Important Notes**

Please Note: You must make your **Formal Complaint** and the **Appeal for Review**, if necessary, within six months from the time of the original complaint.

Also, please note that all formal complaints and feedback received will be documented in our complaints' log and we will record of all the information, including documentation submitted by the complainant, relating to each issue which will be retained for a minimum of five years.

**Group Structure:**

- Euromoney Institutional Investors PLC (parent)
- Metal Bulletin Group (division)
- American Metal Market (publication/news service)