

PROCEDURE FOR THE MANAGEMENT OF COMPLAINTS REGARDING THE CALCULATION OF IGBM INDEXES FAMILY

January 2019

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 IGBM Indexes, which comprise the Madrid General Index, and the rest of the IGBM indices family, both price and total return series.

2. Scope

This procedure will be applicable in the management of complaints that, if any, arise from the calculation of the IGBM Indexes family.

3. Beginning of the procedure

Any complaints regarding the calculation of the IGBM Indexes should be addressed in writing, including electronic media established for this purpose, to the General Coordinator of the Management 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.

4. Development of the procedure

The General Coordinator of the IGBM Management Committee 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 Rectora de la Bolsa de Valores de Madrid, S.A., which may be aware of them.

Additionally, the General Coordinator of the IGBM Management Committee will inform the IGBM Management Committee.

It is also the responsibility of the General Coordinator of the IGBM Management Committee to submit to the IGBM Management 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 Rules for the Composition, Classification by Sectors and Calculation of the IGBM Family of Indices.
- Notices of Management Committee

6. Resolution

The resolution of the complaints posed corresponds to the IGBM Management 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 IGBM Management Committee, at its ordinary meetings, must be informed of the status, evolution, and, where appropriate, resolution, of all the complaints received.

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.