

Tassat Index Administration Complaints Policy

August 9, 2019

1. Introduction

Tassat acts as index administrator for the Tassat Fixing Price family of indices (XBTFixing and ETHFixing). As an index administrator, Tassat is fully compliant with all principles in the IOSCO Principles for Financial Benchmarks (July, 2013). In complying with Principle 16, Tassat has established the following policy and procedures for handling complaints regarding the indices it administers from stakeholders and market participants.

2. Complaints Covered by this Policy

This policy covers the following three types of complaints:

- Complaints that an index determination is not representative of the underlying interest it seeks to measure
- Complaints regarding application of the index determination methodology to specific benchmark determinations
- Complaints about other decisions made by the administrator in relation to benchmark determination

3. Complaint Submission Procedure

Complaints which fall into one of the categories in section 2 should be submitted in email to the following address: indexcomplaints@tassat.com

4. Complaint Process

Complaints will be handled by Tassat according to the following process:

- If the complaint does not fall into one of the specified categories, the complainant will be directed to contact the index administration group at Tassat directly via indexadmin@tassat.com
- Complaints which fall under this policy will be handled by designated Tassat personnel who take no part in index determination.
- Tassat will respond within 2 business days, acknowledging receipt of the complaint and confirming that it is being investigated.
- During the investigation process, Tassat staff may escalate the complaint to the Oversight Committee.
- Final response will include the decision made by Tassat, the reason(s) for that decision, and the action(s) taken if the complaint was found to be justified.

5. Complaint Documentation

A full record of all complaints, investigation results, decisions, and actions taken will be retained for a minimum of seven years.