

**COMPLAINTS HANDLING POLICY  
based on article 9 - Regulation (EU) 2016/1011**

Whereas:

- Article 9 requirements of Regulation (EU) 2016/1011 on indices used as benchmarks in financial instruments and financial contracts and to measure the performance of investment funds and amending Directives 2008/48/EC and 2014/17/EU and Regulation (EU) no. 596/2014 (Regulation (EU) 2016/1011).
- Provisions of the *Procedure on the identification and management of conflicts of interest*.

**1. General terms**

**1.1.** As a non-significant benchmarks administrator, BVB complies with the provisions of Regulation (EU) 2016/1011, including the requirements of having in place and publishing procedures for receiving, investigating and maintaining evidence of complaints made, including those concerning the benchmark determination process.

**1.2.** A complaint, within the meaning of the provisions of article 9 of Regulation (EU) 2016/1011, is a complaint addressed to BVB by a supervised entity - by the nature of those described in article 3, point 17 of Regulation (EU) 2016/1011 or a consumer (as provided by Article 3, point 21 of Regulation (EU) 2016/1011) - which uses one or more benchmarks provided by BVB with regard to decisions taken by BVB in respect of activities carried out as benchmark administrator.

**1.3.** Complaints may relate to the following aspects:

- a) representativeness of the market value of the calculation of a given benchmark;
- b) proposals for changes in the calculation of a benchmark;
- c) application of the methodology in relation to the calculation of a benchmark;
- d) other decisions related to the procedures for calculating the benchmark, except for operational decisions.

## **2. Complaints management**

**2.1.** Complaints can be addressed to BVB exclusively in writing, by original submission/transmission, at the BVB headquarters, or by email to the official address of the BVB: [bvb@bvb.ro](mailto:bvb@bvb.ro), mentioning to the subject – complaint according to BMR or fax: +4021-307.95.19 and will contain an exposition/summary of the characteristics of the complaint and, if necessary, may/will be accompanied by supporting documentation. A complaint will also contain the complainant's contact details in order to facilitate the BVB's transmission of the response to the complaint filed. In the absence of minimum contact data of the complainant, which will make it possible to provide the BVB answer, the response will be mentioned only in the related complaints register.

**2.2.** If BVB considers the request does not concern one of the aspects mentioned in para 1.3 above or additional information are considered necessary, BVB shall request the complainant to update the request/information provided, setting also a time limit for the completion of the document, which may not be more than 5 working days from the time of transmission of the notification from the BVB.

**2.3.** The answer prepared on the basis the internal investigation procedures shall be sent by BVB to the complainant no later than 60 days after the date of registration of the complaint within BVB, by post with acknowledgement of receipt at the address or at the email address provided by the complainant, if available.

**2.4.** The register of complaints and all documentation accompanying a complaint will be kept within BVB for a period of 5 years from the date of resolution of that complaint.

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