



FutureSports Performance Indexes (FSPI)

Index Complaint Handling and Resolution Policy

August 2026

1. Purpose and Scope

FutureSports maintains a formal Complaint Handling and Resolution Policy governing the receipt, investigation, escalation, and resolution of complaints relating to the calculation, publication, administration, or methodology of its FutureSports Performance Indexes (FSPI).

This policy applies to complaints submitted by any Index user, investor, issuer, licensee, or other stakeholder with a legitimate interest in the administration or outputs of the Indexes.

The objectives of this policy are to:

- Ensure that all complaints receive fair, consistent, and timely consideration;
- Maintain the integrity and transparency of the Index administration process;
- Support compliance with applicable benchmark governance standards, including the IOSCO Principles for Financial Benchmarks; and
- Provide complainants with a clear and accessible process for raising and resolving concerns.

For purposes of this policy, a Business Day is any Monday through Friday, excluding United States federal holidays.

2. Definition of a Complaint

For the purposes of this policy, a complaint is any written expression of dissatisfaction or concern submitted to FutureSports by a stakeholder regarding:

- The calculation methodology or constituent definitions applicable to an Index;
- The accuracy, timeliness, or completeness of published Index values;
- The application or interpretation of the Index Methodology in a specific instance;
- An error, restatement, or data amendment and its handling;
- A methodology change and the associated consultation or notice process; or
- The conduct, governance, or administration of FutureSports as Index Administrator.

General inquiries, requests for information, or feedback that do not express dissatisfaction with a specific act or omission are not treated as complaints under this policy, though FutureSports will endeavor to respond to all substantive correspondence in a timely manner.

3. Complaint Submission

Complaints must be submitted in writing to FutureSports via the designated contact channel published on the FutureSports website. Verbal complaints are not accepted under this formal process, though FutureSports may assist complainants in reducing their concern to writing where appropriate.

To facilitate timely and effective investigation, complaints should include:

- The full name and contact details of the complainant and, where applicable, the organization they represent;
 - A clear description of the subject matter of the complaint, including the Index or Indexes concerned;
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- The specific act, omission, calculation, or determination that is the subject of the complaint;
- The date or date range to which the complaint relates;
- Any supporting documentation, data, or reference materials the complainant considers relevant; and
- The complainant's desired outcome or resolution, if known.

FutureSports may request additional information from the complainant where necessary to complete its investigation. Failure to provide requested information may delay or limit the scope of the investigation.

4. Acknowledgment

FutureSports will acknowledge receipt of a complaint in writing within five (5) Business Days of receipt. The acknowledgment will confirm:

- That the complaint has been received and logged;
- The reference number assigned to the complaint;
- The name or team responsible for handling the complaint; and
- The expected timeframe for a substantive response.

5. Investigation and Evaluation

Upon receipt, complaints are reviewed and investigated by qualified FutureSports staff with appropriate expertise in Index calculation, methodology, and governance. The investigation is conducted independently of any commercial or business development function.

The investigation process may include:

- A review of the relevant Index calculation records, data inputs, and methodology documentation;
- Consultation with the Index Steering Committee (ISC) where the complaint involves questions of data integrity, calculation accuracy, or error management; and
- Escalation to the Product Governance Committee (PGC) where the complaint raises questions regarding Index Methodology, restatements outside the ordinary correction framework, or other matters within the PGC's governance remit.

FutureSports will aim to provide a substantive written response to the complainant within thirty (30) Business Days of acknowledgment. Where a complaint is complex or requires escalation, FutureSports will notify the complainant of the revised expected response timeframe and the reason for the delay.

6. Escalation

Where a complaint raises issues that cannot be resolved at the operational level, or where the matter falls within the governance remit of a higher-level committee, the complaint will be escalated as follows:

- Complaints involving Index calculation accuracy, data errors, or error management are escalated to the Index Steering Committee (ISC) for review and determination.
- Complaints involving Index Methodology, material restatements, methodology change processes, or matters outside the ordinary governance framework are escalated to the Product Governance Committee (PGC).
- In cases of extraordinary circumstances or where a matter cannot be resolved within the standard governance process, the complaint may be further escalated to senior management or the Board of FutureSports, as applicable.

Decisions of the Product Governance Committee are binding and final within the Index governance framework.

7. Resolution and Notification

Following completion of the investigation, FutureSports will provide the complainant with a written resolution notice setting out:

- A summary of the complaint as understood by FutureSports;
- The findings of FutureSports's investigation;
- The determination reached and the reasoning supporting it;
- Any corrective action taken or proposed, including Index adjustments, restatements, or methodology clarifications, as applicable; and
- Information regarding the complainant's right to request a review, where applicable.

Where a complaint is upheld in whole or in part and results in an Index adjustment or methodology clarification, FutureSports will implement any required changes in accordance with the applicable error management or methodology change procedures set out in the FSPI Index Maintenance, Error Management, and Methodology Changes document.

Where a complaint is not upheld, FutureSports will provide a clear explanation of the basis for this determination.

8. Review of Determination

A complainant who is not satisfied with FutureSports's initial determination may request a formal review within fifteen (15) Business Days of receipt of the resolution notice. The request for review must be submitted in writing and must specify the grounds on which the complainant disputes the initial determination.

Reviews are conducted by personnel not involved in the original investigation, or by the relevant governance committee, as appropriate. FutureSports will notify the complainant of the outcome of the review within thirty (30) Business Days of receipt of the review request.

The outcome of a review conducted by or referred to the Product Governance Committee is final within the FutureSports governance framework.

9. Record Keeping

FutureSports records and retains all complaints and associated documentation in accordance with its benchmark governance and record-keeping policies. Records include:

- The original complaint submission and all supporting materials;
- Acknowledgment and correspondence with the complainant;
- Investigation notes, data reviewed, and internal determinations;
- Any escalation referrals and governance committee determinations; and
- The final resolution notice and any review outcome.

Complaint records are retained for a minimum period consistent with applicable regulatory expectations and FutureSports's internal policies and are made available to governance committees and oversight functions as required.

10. Reporting and Disclosure

FutureSports maintains aggregated records of complaints received, investigated, and resolved for governance and oversight purposes. Summary information regarding complaint volumes, subject matter, and outcomes is reported to the Index Steering Committee and the Product Governance Committee on a periodic basis.

FutureSports does not publicly disclose the identity of complainants or the specific details of individual complaints without the complainant's consent, except where required by applicable law or regulation.

Where a complaint results in a material Index change, restatement, or methodology update, such change is publicly disclosed in accordance with the communication procedures described in the FSPI Index Maintenance, Error Management, and Methodology Changes document.

11. Policy Review

This policy is subject to periodic review as part of FutureSports's ongoing governance and oversight framework. Material amendments to this policy are subject to review and approval by the Product Governance Committee and are communicated to stakeholders in accordance with FutureSports's standard methodology change procedures.
