

FEEDBACK AND COMPLAINTS



In cases where subscribers would like to offer input or concerns about Urner Barry's market reporting to the reporters themselves, they can do so by contacting the appropriate Market Reporter directly. Reporter contact information is included in all market commentary, which is found on COMTELL adjacent to their respective market.

Subscriber suggestions, comments, concerns, and other feedback should be directed towards our customer service department at help@urnerbarry.com.

Formal complaints regarding any part of Urner Barry's market reporting are handled in a separate process from ordinary feedback. A formal complaint must be recorded in writing and must clearly state that the complainant wishes it to be handled as a formal complaint. The complaint should also bear, with as much clarity and detail as possible, the reason for its filing, the background of the complaint, and attachments containing all evidence and other relevant materials where such content is considered necessary. A formal complaint thus composed should be addressed to Urner Barry's Customer Complaint Representative either at help@urnerbarry.com or via post at 1001 Corporate Circle, clearly addressed to the care of Urner Barry Customer Complaint Department.

Upon the receipt of a formal complaint, a Customer Complaint Representative will immediately notify the customer that their complaint has been received and is being investigated. The complaint is then logged in Urner Barry's internal system. The Head of Market Reporting receives notice of formal complaints within 24 hours of receipt. The Head of Market Reporting will work with the Editor to investigate the complaint. The progress of this investigation will be reported back to the Customer Complaint Representative. The Customer Complaint Representative will log the progress of the investigation in our system as well as provide the complainant with updates on the investigation. Following the conclusion of the investigation the Customer Complaint Representative will report the investigation's findings, as well as any actions that are being taken, to the complainant.