

Complaints Procedures

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1. Purpose

The purpose of this document is to establish the policies and procedures for handling complaints submitted regarding KEDI indices, in connection with the KEDI index management system announced by The Korea Economic Daily.

2. Definition of Complaint

In this document, a "complaint" is defined as a grievance or request submitted by a company that has entered into a KEDI index license agreement (the "User") regarding the determination (calculation) process of a KEDI index.

3. Submission Method

The Korea Economic Daily receives complaints from Users via the official Compliance email (clean@hankyung.com). When submitting, the User must provide the following information:

- (1) Name of the representative (or proxy), organization name, and email address (along with other contact information).
- (2) Documentation proving that the company submitting the complaint is a "User".
- (3) The index name, detailed description of the complaint, and supporting evidence providing the basis for the complaint.

4. Complaints Handling Procedure

- (1) The Korea Economic Daily shall receive User complaints in good faith and strive to promptly notify the User of the receipt of the complaint and the estimated response time.
- (2) The Korea Economic Daily may delay or refuse a response in the following cases:
 - i. Sufficient information as prescribed in Section 3 above is not provided.
 - ii. The content of the complaint is deemed inappropriate or deviates from

general social norms.

(3) Complaints that significantly influence index policy or methodology may be referred to the Index Committee for further review as needed

5. Record Keeping

Records related to complaints shall be maintained for a minimum of five years.

6. Policy Amendments

The contents of this policy are subject to change at any time without prior notice. Amendments are made according to the procedures specified in the internal regulations of The Korea Economic Daily (Internal Control Regulations for Index Business). Any changes will be published immediately on the official KEDI website.