

INDEX REQUESTS and COMPLAINT POLICY

Questions regarding indexes are best addressed by contacting the Index Production Team at support@indx.co.il. If a stakeholder is not satisfied with responses received they may decide to make a formal complaint.

For complaints, iNDEX Research and Development Indices Ltd. (“iNDEX”) has a formal complaint process that is monitored and archived. Complaints should be related to index quality, determination, application of index methodology, index values, and other decisions related to determination and dissemination. Complaints will be investigated by personnel independent of any personnel who may be or may have been involved in the subject of the complaint. iNDEX will acknowledge receipt of a complaint within 3 business days and respond to the substance of the complaint within 8 business days. If a complainant is not satisfied with the resolution, they can escalate their concerns to Index Governance which will acknowledge receipt of a complaint within 3 business days and respond to the substance of the complaint within 8 business days.

Complaints: operations@indx.co.il

Index Governance: legal@indx.co.il

This document outlines the policy of iINDEX Research and Development Indices Ltd., which is directed and supervised by VettaFi LLC. iINDEX Research and Development Indices Ltd. and VettaFi LLC are both group companies of TMX Group Ltd. VettaFi LLC delegates certain responsibilities and activities to iINDEX Research and Development Indices Ltd. as outlined within this document.

Review

Version	Reviewed	Next Review	Reviewed and Approved By
1.0.0	Sep 2025	Sep 2026	Index Committee

Changes

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