



Complaints Policy: Price Assessments

Benchmark Mineral Intelligence (Benchmark Minerals or the Company) has a very clear and robust policy that handles any complaints about its content with the utmost seriousness.

The policy is one pillar in our Price Assessment process that ensures Benchmark Minerals' maintains its leading position as the most trustworthy price provider to the lithium ion to electric vehicle supply chain.

All complaints must first be received in writing together with the **name, email, company, position, and telephone number** of the enquirer to: complaints@benchmarkminerals.com (*see end of document for guidance*).

This email is received by Benchmark Minerals' employees that sit outside of the price collection process and will be acknowledged within 3 working days.

There are then are several phases to Benchmark Minerals' complaints procedure.

Stage 1: Head of Product Line

All price, data or analysis-based complaints are first handled by the Head of the Product Line who can handle specific queries on our mineral pricing, analysis or methodology.

The Head of each Product Line is named on all price assessment PDF documents emailed to each customer as part of the service.

The enquirer will receive a written explanation and course of actions within 10 working days of initial complaint receipt.

Should this not result in a satisfactory solution for all parties this will then be escalated to Stage 2.

Stage 2: Head of Price Assessments

The next stage of escalation is with the Head of Price & Data Assessments who is responsible for all price assessment services that Benchmark Minerals publishes.

The enquirer will receive written acknowledgement that this enquiry has been escalated to Stage 2.

The enquirer will receive a written explanation and course of actions within 10 working days of the notice of Stage 2 escalation.

Should this not result in a satisfactory solution for all parties this will then be escalated to Stage 3.

Stage 3: Risk and Compliance Manager

The next stage of escalation is above the Price Assessment personnel and will be handled by Benchmark Minerals' Risk and Compliance Manager.

The enquirer will receive a written acknowledgement that the complaint has been escalated to Stage 3.

The Risk and Compliance Manager is fully independent of Benchmark Minerals and will investigate each complaint that has not been satisfactorily dealt with by Stages 1 and 2.

The Risk and Compliance Manager will provide a written response (Findings Document) to the complainant within 25 working days detailing: the findings, how the investigation was carried out, a schedule of courses of action, or completed actions taken by Benchmark Minerals to remedy the complaint or improve the price assessment process.

Stage 4: Appeal

The enquirer has the right to appeal the independent findings from Stage 3 within 30 calendar days of receiving the Findings Document.

Any appeal should be received in writing with detailed reasonings by the Managing Director at info@benchmarkminerals.com and by the Risk and Compliance Manager at complaints@benchmarkminerals.com.

The enquirer will receive an official response from the Managing Director within 25 working days.

Should this Stage 4 not result in a satisfactory explanation, actions and course of actions, Benchmark Minerals will appoint a different independent third party to investigate further if deemed appropriate.

The assignment of an independent third-party is coordinated by the Managing Director and must take place no longer than 6 months from the original complaint.

NON-FORMAL COMPLAINTS

In the case that a query or question is submitted in relation to Benchmark publications, this is assigned to the relevant head of product line or head of department to investigate.

In the case that a correction or clarification is required, this is logged internally and an update is made and communicated to the market accordingly.

In the case that this relates to pricing data, the price assessment team conduct an internal verification process to ensure the accuracy of the correction before notifying the market.

Notification of corrections is sent directly to users/ licensors via email, updated on the following issues and also updated on the Benchmark online price database

FURTHER DETAIL IN RELATION TO ALL COMPLAINTS:

- All complaints will be acknowledged within 3 working days.
- Should the complaint be directed towards an employee this will immediately be escalated to the Managing Director and will enter Stage 3 of the process if deemed necessary.
- Under more serious allegations a complaint may be referred to Benchmark Minerals' legal team for further investigation and may result in a delayed response.
- All records will be kept for 5 years.

INFORMATION NEEDED FOR A COMPLAINT

Each complaint must be clearly explained with complete contact details and emailed to complaints@benchmarkminerals.com. The Benchmark Minerals respondent may ask for further written details of the complaint before entering the process.

a) **Bullet Pointed Reasons for Complaint**

Please outline:

What is the complaint? *Where relevant specifying the piece of information whether in question*

How would you like to see this complaint addressed?

Please provide any available details to substantiate the complaint

b) **Full Name**

c) **Position within your Company**

Please outline your day to day roles and responsibilities within your company.

d) **Your company**

Please outline what your company does, its standing within your respective industry, and its relevance to Benchmark Minerals' Price Assessments.

KEY CONTACTS

Benchmark Mineral Intelligence

info@benchmarkminerals.com

Complaints and Queries

complaints@benchmarkminerals.com

Caspar Rawles, Head of Price & Data Assessments

crawles@benchmarkminerals.com

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