

## IDX Indices Complaint and Inquiry Handling Policy

IDX provides and administers stock indices as reference tools attract passive investment funds creation and to guide investors in Indonesia's capital market to. The purpose of IDX indices is to be utilized as benchmark on portfolio performance, facilitate transparent performance measurement, and support investor confidence through methodology-based index determination and governance. This Policy ensures market participants have a clear, fair, and timely method to raise complaints or inquiries about IDX indices.

### Scope & Eligible Complainants

This Policy covers complaints or inquiries on specific IDX index determination, the application of an index methodology to a specific determination, and other administrator decisions related to a determination. Eligible complainants include, without limitation: investors, asset/fund managers (active or passive), listed companies, securities firms and other intermediaries, data vendors, academic/research institutions, and any stakeholder with exposure to or reliance on IDX indices.

### Submission Channels

Complaints or inquiries may be submitted through any of the following channels:

1. Dedicated web form: [Form](#)
2. Email: [contactcenter@idx.co.id](mailto:contactcenter@idx.co.id) (email is monitored during active exchange days, excluding national and public holidays).

### Minimum Information Required

To enable investigation, the complainant must provide at least:

1. Full name of the complainant.
2. Name of the organization (if applicable).
3. Contact information (email, phone, mailing address, organizational/job position).
4. Index name and the date of the issue.
5. Detailed description of the complaint or inquiry and its impact (such as affected trades/contracts, valuation, or disclosures).
6. Reference to any related financial instrument, contract or other relevant legal-terms (if applicable).

Incomplete submissions may delay handling of the complaint or inquiry. If a complaint does not include sufficiently detailed information or have the minimum required information, we may not be able to investigate or process it.

### Acknowledgement and Review

IDX will acknowledge receipt and process initial review and investigation within 5 exchange days. If additional time is required due to scope or complexity, IDX will inform the complainant through email



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with an updated expected timeline. Investigations are conducted by the IDX index management staff and will be escalated as appropriate within IDX, consistent with the nature and subject matter of the complaint.

### **Confidentiality**

Complaint materials are treated as confidential, however, information may be shared as required by applicable law, regulation, or regulatory requests and in connection with legal or regulatory proceedings.

### **Result of the investigation**

IDX will send the results of its review to the complainant by email. If the review leads to a significant change in an index, the adjustment will be announced publicly prior to taking effect, and the complainant will not receive advance notice ahead of the public disclosure.

Information submitted in a complaint may be referenced during the investigation and in related reports, and therefore cannot always remain confidential, especially if required for legal, regulatory, or similar proceedings. IDX aims to complete the handling of all complaints within 15 exchange days of receipt. Within this period, complainants will be informed via email of the outcome, or, if more time is needed, they will be updated on the extended investigation process.





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