



Dispute Resolution Policy



Terminology

Capitalized terms

MDP = Market Data Policies

IMDP = Indices Market Data Policies

IDA = Indices Data Agreement

JDA = JSE Data Agreement

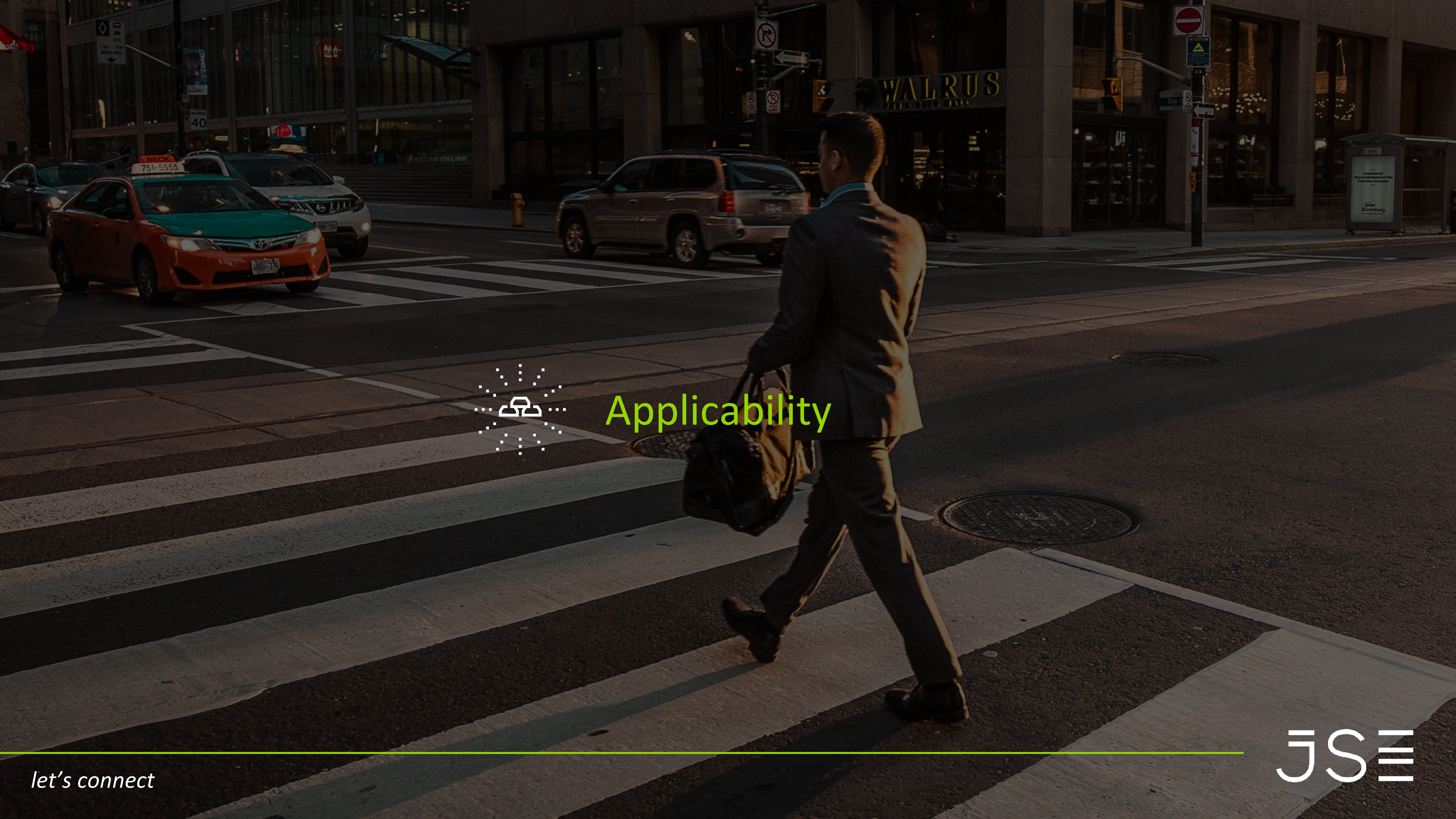
PSF = Products and Services Form

EOD = End of Day

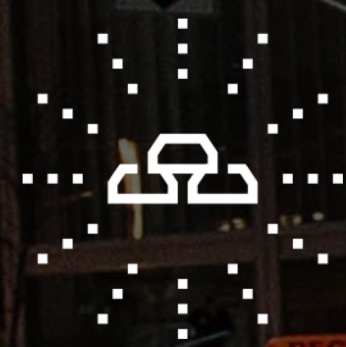


Dispute Resolution Policy

- Applicability
- Disputes applicable to this policy
- Arbitration process



Applicability



Applicability

- Any dispute arising from the JDA is governed by this policy
- This Policy is a separate, divisible agreement from the rest of the data agreement
- Effective even if the data agreement is terminated



Disputes applicable to this policy



Disputes applicable to this policy

Disputes covered by this policy include but are not limited to:

- The existence of the data agreement.
- The interpretation and effect of the data agreement.
- The Parties' rights or obligations under the data agreement.
- Rectification of the data agreement.
- Breach or termination of the data agreement or any matter arising out of the breach or termination



Arbitration process



Arbitration process

Subject to the consumer protection act (and to the extent applicable), the arbitration process is as follows:

- The parties must agree on the arbitrator who must be an attorney or advocate on the panel of arbitrators of the arbitration foundation of Southern Africa (**AFSA**).
- The arbitration must be held in Sandton, South Africa.
- Parties must make an effort to complete arbitration as soon as possible.
- The arbitration will be governed by the Arbitration Act, 1965 and must take place in accordance with the commercial arbitration rules of AFSA, or its successor.



Arbitration process

Subject to the consumer protection act (and to the extent applicable), the arbitration process is as follows:

- In spite of the provisions of this policy, the high court of South Africa will have jurisdiction to determine any proceedings instituted by way of notice of motion by any party in which interim relief, or urgent final relief, is claimed in relation to the data agreement.
- Costs of the arbitration will follow the outcome of the process.



Thank you



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