

Mercaris' Public Comment Review and Resolution Management Policy

The purpose of this document is to outline the specific process by which Mercaris manages public comments and feedback received from industry stakeholders and data product subscribers in reference to Mercaris' data products, reporting methodologies, methodology changes, or any other issues. This includes the various methods by which an individual or organization can submit comments, the internal process Mercaris employs to ensure timely feedback to those comments, as well as the structures maintained by Mercaris to retain any feedback for either public audit or internal review.

The process outlined within this document is applicable to all Mercaris data products and services, and is available to all data subscribers and industry stakeholders.

Definition of a Comment

For the purpose of this document a public comment can include the following:

- Any verbal or written feedback provided to Mercaris that pertains to specific aspects of the accuracy, methodology, or integrity of Mercaris' data products

For the purpose of this document the following are not considered a public comment:

- Product scope expansion inquiries

Submitting a Comment or Comment to Mercaris

An individual or organization that would like to submit comments to Mercaris may do so through any of the following publicly available channels:

- Contacting Mercaris directly via Mercaris' online chat bot located on the Mercaris website (Mercaris.com)
- Through direct email communication with Mercaris staff
- By submitting a comment directly to Mercaris' **Complaint Manager** by emailing Mercaris@mercaris.com

Mercaris' Comment Review and Resolution Process

All public comments are first reviewed by the Mercaris staff member that receives the comment. Individuals who wish to submit a comment directly to Mercaris' **Complaint Manager** may do so by sending an email to Mercaris@mercaris.com.

For comments whose resolution requires additional information or clarification, the Mercaris staff member that received the comment will attempt resolution. If the comment is submitted to a Mercaris staff member involved in the subject of the comment, it will be handed to the Mercaris Complaint

Manager.

Comments whose resolution requires additional redress are escalated to Mercaris' **Complaint Manager** for additional resolution.

An initial response to all submitted comments is to be performed within 24 hours of the comment initially being received by Mercaris.

Comments that cannot be resolved within 24 of initial reception require follow up with the commenter no more than 72 from the initial reception.

It is Mercaris' objective to resolve all comments as promptly as possible. For comments whose resolution requires more than 72 hours, Mercaris' Complaint Manager will provide the submitter with a written explanation of delay and a recourse for resolution.

Any comment that results in a correction to Mercaris' data products or a change in methodology is to be reported to Mercaris data subscribers adhering to the standards and procedures outlined in **Section 9 of Mercaris Data Collection and Research Methodology Document**.

If Mercaris' Complaint Manager is unable to provide adequate resolution, Mercaris will contract a suitable resolution specialist, no later than six (6) months from the original public comment, to bring public comment to a satisfactory resolution.

There is recourse to an independent third party appointed by the PRA should a complainant be dissatisfied with the way a complaint has been handled by the relevant PRA or the PRA's decision in the situation no later than six (6) months from the time of the original complaint.

Comment Retention Policy

All documents relating to a comment whose resolution requires redress beyond providing additional information or clarification, including the documents submitted by the commenter as well as a Mercaris own records, are retained for a minimum of five years. All documentation is logged in Mercaris Customer Retention Management (CRM) platform (Salesforce) and "Tagged" as "Public Comment".

Ensuring that all comment documentation has been logged in Mercaris' CRM is the responsibility of the member of Mercaris' staff that provided resolution to the comment and/or Mercaris' Complaint Manager should the comment require escalation.