



# Claims and Complaints Procedure

At SAMI, we do our utmost to ensure that our associates and members will be satisfied. We comply with existing legislation and endeavour to achieve high quality in everything we do. Despite this, situations can arise in which you as a right-holder are not satisfied and want to make a complaint.

SAMI distinguishes between a claim and a complaint.

## **Claims**

If you believe that a recording is incorrectly registered at SAMI (with regards to participants and/or type of participation/role code) or if the remuneration you have received is incorrect or is lacking despite the fact that the recording has been used for broadcasting or for any communication to the public, you can make a claim to SAMI.

A claim shall be made without unreasonable delay from the moment you discovered or should reasonably have discovered the error after the latest/actual remuneration/remuneration period (payment).

If your claim concerns remuneration from abroad, normally the other organisation's claims procedure will apply. If a lack of remuneration was caused by the fact that you had not informed SAMI of the recording, i.e. that you did not send in a recording list to SAMI, SAMI cannot be held responsible for any missing retroactive remuneration.

A claim that concerns incorrect or missing remuneration can only be applicable to areas of collection where remuneration has been allocated based on complete playlist/usage reports.

## **Complaints**

If you believe that SAMI is not managing its administration according to the agreed regulations for administration (e.g. regulations for distribution, deductions or investment), or otherwise according to law, you can make a complaint to SAMI.

In order to ensure that your complaint can be dealt with as efficiently and quickly as possible, all complaints must be submitted in writing and contain clear information about:

- Who is making the complaint (with current contact information)
- What the complaint consists of
- Grounds and case for the complaint – in other words, why you consider that something is wrong and how it should be corrected

SAMI will confirm receipt of the complaint within one week. If no special circumstances exist, the complaint will be answered within four weeks. If a complaint is based on acts by a foreign performer's rights society, the administration may take longer. In that case, we will inform you of the reason for the delay, the actions that have been taken and when we think you will receive an answer.

**The complaint must be submitted in writing to:**

SAMI | Svenska Artisters och Musikers Intresseorganisation  
Attention: Medlemservice [Member Services]  
Söder Mälarstrand 75  
118 25 Stockholm  
SWEDEN

Or via:

E-mail: [reklamation@sami.se](mailto:reklamation@sami.se)

**Appeal and questions that are particularly difficult to judge**

If you are not satisfied with the decision or if the claim/complaint is overruled, you have the right, within a period of two months after the decision, to send in an appeal to the advisory committee for claims/complaints of SAMI's Board. This committee will process the appeal and present it to the Board which will in turn reach a decision. Cases that are particularly difficult to judge, or question of principle that SAMI's Member Services cannot handle, will be referred directly to the advisory committee for claims/complaints. Just as with an appeal, the advisory committee will then process the claim/complaint and present it to the Board which will in turn reach a decision. For such cases it is not possible to appeal to SAMI but is referred to a trial in court.

The advisory committee for claims/complaints is comprised of members of SAMI's board and, if necessary, the managing director or other operational manager, lawyer and/or other qualified staff. The committee will meet in conjunction to SAMI's ordinary board meetings (if needed) to handle the appeal.

An appeal to the committee shall be made in writing and shall contain information on the demands and the grounds of the appeal. The appeal shall be addressed to the managing director of SAMI and the processing of this appeal shall begin within three months.

### **Court trial**

A decision from SAMI does not deny the rightholders the right to appeal to The Swedish Patent and Registration Office (PRV), which is the supervisory authority for the collective management of rights, or to have the case tried in a court of law.

If you have any questions concerning claims please contact SAMI's member services. If you question concerns complaints regarding SAMI's administration please contact SAMI's legal department or managing director.