



eurex clearing circular 138/13

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Recipients: All Clearing Members of Eurex Clearing AG and Vendors
Authorized by: Thomas Book

Publication of Eurex Clearing AG Complaints Procedure Manual

Contact: Regulatory Compliance, complaints@eurexclearing.com

Content may be most important for:

☞ All departments

Attachments:

none

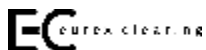
Regulatory requirements of Article 36 para. 2 Regulation (EU) No. 648/2012 on OTC derivatives, central counterparties and trade repositories (EMIR) state that a CCP shall have accessible, transparent and fair rules for the prompt handling of complaints. Following this requirement, the Executive Board of Eurex Clearing AG has decided to establish a Procedure Manual for the Handling of Complaints (Eurex Clearing AG Complaints Procedure Manual).

The Eurex Clearing AG Complaints Procedure Manual describes how a person who has a complaint arising in connection with the performance of, or failure to perform any of Eurex Clearing's obligations as defined in the Clearing Conditions of Eurex Clearing AG and/or with the performance, or failure to perform, any regulatory requirements that need to be fulfilled by Eurex Clearing may file the complaint, and how that complaint will be investigated and resolved.

The Eurex Clearing AG Complaints Procedure Manual has been made available for download in the Member Section on the Eurex Clearing website www.eurexclearing.com under the following path:

Member Section > Clearing Resources > Policies & Procedures > Complaints Procedure

If you have any questions or require further information, please contact the Chief Compliance Officer of Eurex Clearing at e-mail: complaints@eurexclearing.com.



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