COMPLAINTS POLICY

4 September 2026

1. Introduction

1.1 NZX Limited (**NZX**) values all customer and stakeholder feedback, including complaints. NZX views all feedback and complaints as an important opportunity for NZX to assess and improve its services.

2. Objective

2.1 NZX is committed to ensuring that there is an avenue for external stakeholders to provide feedback or lodge any complaints about NZX as a licensed market operator.

2.2 This policy sets out NZX's policy to ensure that all feedback and complaints are received and managed in a timely and professional manner.

3. Application

This policy applies to any external stakeholder of NZX that wishes to provide feedback or lodge a formal complaint in relation to NZX's role as a licensed market operator.

This policy does not apply to:

- complaints in relation to NZX's wholly owned subsidiary Smartshares. If you wish to make a complaint in relation to a Fund please refer to the relevant product disclosure statement (PDS) or where related to financial advice please refer to the Complaints Disclosure Statement;
- complaints in relation to NZX's wholly owned subsidiary NZX Wealth Technologies. If you wish to make a complaint about this entity please refer to the NZXWT Complaints Policy;
- complaints about a Listed Issuer or Market Participant or NZ RegCo carrying out its regulatory role. If you wish to make a complaint about these entities please refer to the information available on the NZ RegCo section of NZX's website about making these types of complaints available here;
- complaints about NZX as a Listed Issuer. If you have a complaint in relation to these matters please contact the Special Division of the NZ Markets Disciplinary Tribunal by referring to the information available on NZX's website about making these types of complaints available here.

4. Definitions

Feedback

4.1 Feedback is an opinion about NZX, where a response is not expected.

Complaint

4.2 A complaint is an expression of dissatisfaction by one or more complainants about NZX, where a response is explicitly or implicitly expected. A complaint can be about NZX's:

(a) action or lack of action;

(b) decision; or

(c) standard of service.

5. How to provide feedback or lodge a complaint

5.1 If you wish to provide feedback, please send your feedback directly to info@nzx.com.

5.2 However, if you wish to provide a formal complaint instead, please lodge your complaint in writing by sending an email to complaints@nzx.com or by writing to the below address:

NZX Limited
Level 2, NZX Centre,
11 Cable Street,
Wellington 6011
New Zealand
PO Box 2959

5.3 NZX will acknowledge receipt of your complaint no later than 2 business days from the date the complaint was lodged. NZX will then review and investigate your complaint.

5.4 NZX will aim to provide a formal response to all complaints within 15 business days. However, if this timeline is delayed, you will be notified directly and a new timeframe will be given to you.

6. Other avenues for lodging a complaint

6.1 If you are unsatisfied with the response from NZX, you can lodge your complaint to Financial Services Complaints Limited (**FSCL**), NZX's independent external dispute resolution scheme approved by the Minister of Consumer Affairs.

6.2 FSCL's service will not cost you anything and they will help to resolve the complaint. You can contact FSCL by calling 0800 347 257 or by sending an email to complaints@fscl.org.nz or by writing a letter to the below address:

Financial Services Complaints Limited
PO Box 5967
Wellington 6011

7. Escalation to the Financial Markets Authority

7.1 If the complaint is not dealt with by NZX or FSCL to your satisfaction, you may refer the complaint to the Financial Markets Authority (**FMA**). You can register your complaint with FMA by following the process described on the FMA's website or writing a letter to the below address:

Financial Markets Authority
PO Box 1179
Wellington 6011

Approver:	NZX Chief Executive Officer
Document owner:	Chief Risk Officer
Review:	Two yearly
Last reviewed	4 September 2026