

SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

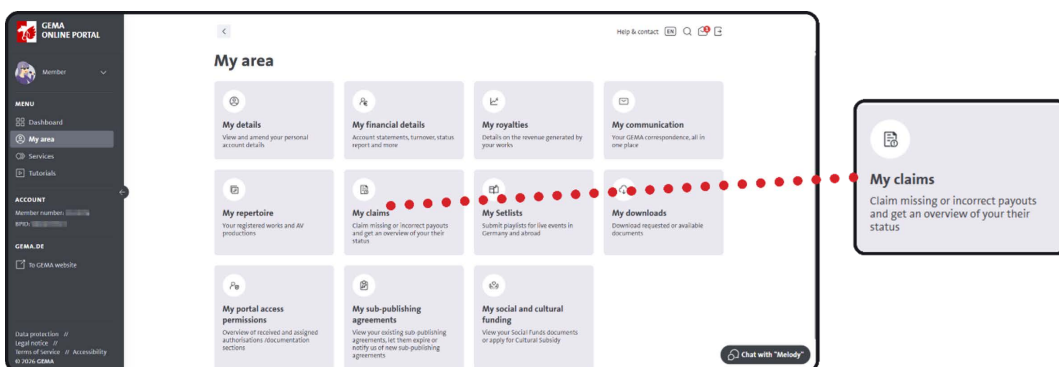
Live Performances/Playbacks (in Germany)



Did you not get any or not enough royalties with a payout?

Submitting your claims to us is really simple via the Online Portal: www.gema.de/portal.

To do this, please select *My area* in the menu on the left, click on the *My claims* tile and then you can get started straight away.



- There, we will ask you step by step for the most important information regarding your claim.
- If we have all the details in one place, we can look into your matter swiftly.
- On the GEMA Online Portal, there are other relevant services regarding your data, works and royalties.
 - You can easily register your works with us in the *Work declaration* area.
 - In the *My royalties* area, you will find a graphic analysis of your turnover and usage figures. Here, you can also retrieve the detailed listing (individual and usage statements).

Do you not have a user account yet? No problem: Just click on „not registered yet“ below the login box and **create it in just a few steps**. After that, you can get started straight away.



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IMPORTANT NOTES FOR YOU

So that you get your royalties paid quickly and reliably, it often helps if you check the following factors up front:

Have you uploaded your setlist for the live events yet?

- If the event organiser has not done so yet, you can also submit your setlist/s to us. That way, we know exactly which of your works are involved.
- Any information regarding the topic of how to submit setlists can be accessed here: https://www.gema.de/my_setlists
- Or, in the service *My setlist* in our Online Portal, simply select the option *Submits setlists*



At a glance

Do you want to submit a claim ? Use our Online Portal: www.gema.de/portal

- There, you can submit all details in writing so that we know exactly what this is all about.
- The table shows which information we require from you so that we can look into your matter as soon as possible.
- In the column on the far right you can see the applicable deadlines.

CATEGORY	WE REQUIRE THESE DETAILS	DEADLINE FOR YOUR CLAIM
Live Performances and Playbacks of Entertainment Music U/UD/M	■ Date and time of the event ■ Name and address of the organiser of the event ■ Name and address of the event (and, where applicable, the venue/space) ■ Name of the artist or band ■ Setlist of the works performed (incl. work number and version) ■ Name of the composer/s Tip: You can also upload your setlist/s directly in our Online Portal under <i>My setlists</i>.	9 months after the (main royalties) distribution date*

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CATEGORY	WE REQUIRE THESE DETAILS	DEADLINE FOR YOUR CLAIM
Live Performances and Playbacks of Serious Music and Stage Music E/ED/EM/BM	▪ Date and time of the event ▪ Name and address of the organiser of the event ▪ Name and address of the event (and, where applicable, the venue/space) ▪ Name of the artist/the ensemble ▪ Track list of the works performed (incl. work number and version, if known) ▪ Name of the composer/s ▪ Instrumentation ▪ Duration of each work ▪ In the case of stage music: the title of the play Tip: You can also upload your setlist/s directly in our Online Portal under <i>My setlists</i>.	9 months after the (main royalties) distribution date*
Music in Church Services KI	It is not possible to submit claims for this category. Church parishes carry out random checks and can submit individual information on works with a duration of over 10 minutes.	—
Music Playback in Discotheques DK/DK VR	It is not possible to submit claims for this category. We use recording devices in discotheques for sampling purposes. They automatically detect which music is played, this is referred to as monitoring..	—
Claims disputes	▪ Work number and version ▪ Title of the work ▪ Name of the creator/s or the publisher/s whose share/s is/are missing or not correctly registered	9 months after the (main royalties) distribution date*
Claims regarding incorrect distribution category or valuation	▪ Work number ▪ Work title ▪ Name of a composer ▪ Year for which the distribution was incorrect ▪ Current distribution category/valuation of the work and the correct distribution category/valuation ▪ Duration of the work Tip: Is the point valuation of your work incorrect? We can examine your work in detail and classify it accordingly. Look how this is done here: www.gema.de/work-categorisation	9 months after the (main royalties) distribution date*

Do you know our support portal? Go to www.gema.de/help to find important information and answers to the most frequently asked questions, plus phone numbers for your personal and individual query.

Do you have any further questions? Then our digital assistant Melody will surely know the answer. Just visit us at www.gema.de and click on **Chat with "Melody"** at the bottom right.

Member Services (Mitglieder Service)

E mitgliederservice@gema.de

BECAUSE WE VALUE MUSIC | www.gema.de

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