

SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

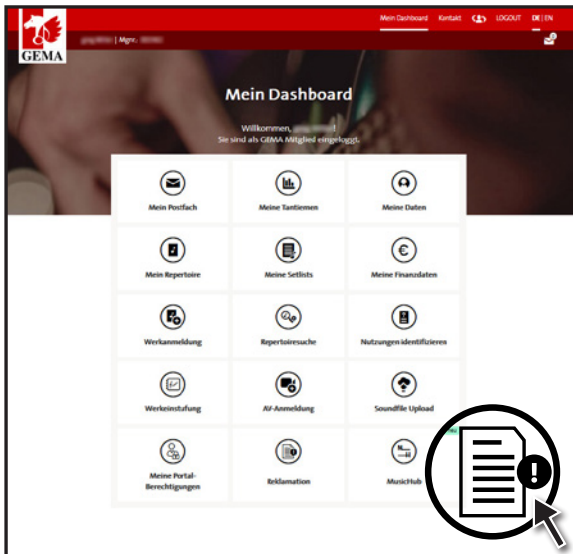
Live Performances/Playbacks (in Germany)



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

Simply submit your claim to us via our Online Portal:

www.gema.de/portal



- 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.
 - By using the service *Work declaration*, you can easily register your works with us.
 - Our service *My royalties* provides you with a graphic analysis of your turnover and usage figures.

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.



SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

Live Performances/Playbacks (in Germany)



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 playlist/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	<ul style="list-style-type: none">▪ 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, if known)▪ Name of the composer/s <p>Tip: You can also upload your setlist/s directly in our Online Portal under <i>My setlists</i>.</p>	9 months after the (main royalties) distribution date*

SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

Live Performances/Playbacks (in Germany)



CATEGORY	WE REQUIRE THESE DETAILS	DEADLINE FOR YOUR CLAIM
Live Performances and Playbacks of Serious Music and Stage Music E/ED/EM/BM	<ul style="list-style-type: none"> ▪ 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 <p>Tip: You can also upload your setlist/s directly in our Online Portal under <i>My setlists</i>.</p>	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	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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 <p>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</p>	9 months after the (main royalties) distribution date*

SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

Live Performances/Playbacks (in Germany)



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.

* We jointly decided on the new deadlines at our General Assembly between 8 June 2021 and 10 June 2021.

Member Services (Mitglieder Service) – Distribution Mechanical Rights,
Online and International Income

T +49 (0) 30 21245-600 (service hours Mon–Thu 9am to 5pm, Fri 9am to 4pm)