

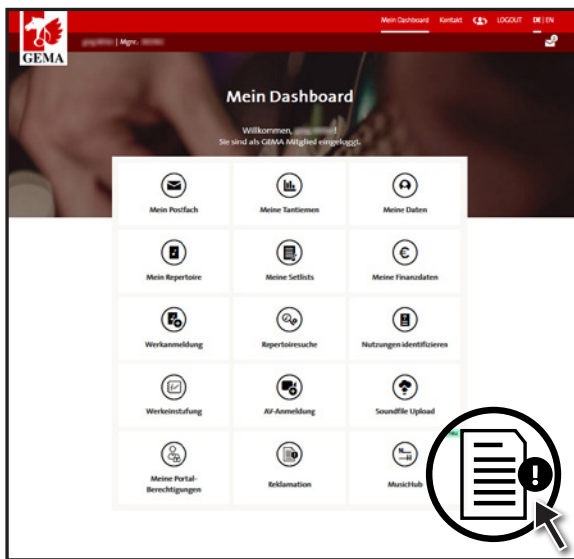
# SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

Online use



## 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](http://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.



## Important tips before you submit your claim

### Have you registered your work with us?

In order to pay out your royalties, we need to know your works. Please always register them directly - even before they are played in public. Two pieces of information are particularly useful in this context:

- The performer
- The “International Standard Recording Code” (ISRC) if your music is played online

### Was your work played on Spotify, YouTube, iTunes or similar services?

In order to find out how, when and by whom your royalties are paid through, it is important which country your music was played in. The following differentiation is important:

#### 1. Was your work played in Europe or within the remit of the association

##### **International-Copyright-Enterprise (ICE)?**

In that case, you receive your **royalties directly via us**, that is in the following categories:

- Music on Demand Streaming (MOD S, MOD S VR)
- Music on Demand Download (MOD D, MOD D VR)
- Streaming on mixed online platforms (GOP, GOP VR)

##### **When do you get your royalties?**

The dates are listed here: [www.gema.de/distribution-dates](http://www.gema.de/distribution-dates)

You can access an overview with details on the pay-outs here:

[www.gema.de/royalties-distribution-online](http://www.gema.de/royalties-distribution-online)

#### 2. Your work was played outside of Europe or outside of the remit of ICE?

In that case, you will also get your **royalties paid via ourselves, but only at a later date** and in these categories:

- International income distribution performing rights (A)
- International income distribution mechanical rights (A VR)

##### **When do you get your royalties? Why later?**

The collective management organisations in the countries calculate the royalties in accordance with their own distribution rules and we pay them to you once they have done so as their contractual partner. This process is a bit more complex and therefore takes longer.

**What is ICE?** ICE is a large music licensing platform. We founded it, together with two other European collective management organisations so that we can pay your royalties to you more quickly when your music is played online. For more information on which countries belong to ICE and what it's all about, please go to: [www.gema.de/ice](http://www.gema.de/ice)



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## At a glance

Do you want to submit a claim? Use our Online Portal: [www.gema.de/portal](http://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
<b>Online streaming and download within the ICE remit</b> MOD S/MOD S VR MOD D/MOD D VR	<ul style="list-style-type: none"><li>▪ Name of the online platform (DSP), e.g. Spotify</li><li>▪ Publication date (release date) on the online platform (DSP)</li><li>▪ Direct link to the work within the online platform (DSP)</li><li>▪ Usage period</li><li>▪ Number of streams or views in the usage period</li><li>▪ Work title</li><li>▪ Work number</li><li>▪ GEMA work registration date</li><li>▪ International Standard Recording Code (ISRC)</li><li>▪ Performer</li></ul>	3 months after the distribution date
<b>Online streaming and download Germany</b> VOD S/VOD S VR VOD D/VOD VR	<ul style="list-style-type: none"><li>▪ Name of the online platform (DSP), e.g. Netflix or Maxdome</li><li>▪ Publication date (release date) on the online platform (DSP)</li><li>▪ Usage period</li><li>▪ Film title</li><li>▪ Work title</li><li>▪ Work number</li><li>▪ AVW number (if known), AVW = audiovisual work</li></ul>	3 months after the distribution date

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CATEGORY	WE REQUIRE THESE DETAILS	DEADLINE FOR YOUR CLAIM
Online platforms such as YouTube, Facebook, TikTok within the ICE remit GOP/GOP VR	<ul style="list-style-type: none"><li>▪ Work title</li><li>▪ Performer</li><li>▪ Work number</li><li>▪ GEMA work registration date</li><li>▪ International Standard Recording Code (ISRC)</li><li>▪ Publication date (release)</li><li>▪ Usage period</li><li>▪ Number of views within the usage period</li><li>▪ Direct link to the work within the online platform (DSP)</li></ul>	3 months after the distribution date

Do you know our help centre? Go to [www.gema.de/help](http://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

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)