

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 *Services* in the menu on the left, click on the *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.



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 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 | <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)▪ 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* |

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.

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

T +49 (0) 30 21245-600