

SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

Audio Media and Audio-Visual Media use



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.
 - 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.



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

Was your work published (released) in Germany?

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

1. Was your work published in Germany?

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

- Mechanical rights in Audio Media (PHONO VR)
- Mechanical rights in Audio-Visual Media (BT VR)

When do you get your royalties?

The dates are listed here: www.gema.de/distribution-dates

2. Was your work published (released) outside Germany?

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

- International 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.

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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
Mechanical rights Germany PHONO VR/BT VR	Audio Media/ Audio-Visual Media <ul style="list-style-type: none">■ Title of the audio medium■ Release date■ Sound recording medium, e.g. CD, vinyl, DVD■ Name and address of the manufacturer/label■ Number of copies■ Work title■ Work number■ Artist	3 months after the distribution date

Do you know our help centre? 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

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