

Complaints about the royalty distribution process from outside Austria -

FREQUENTLY ASKED QUESTIONS

When will the royalty payments from outside Austria be paid?

On the AKM website under: <https://www.akm.at/en/music-creators/international-royalty-distribution/> you can read all about when exactly which country conducted its royalty payment processing in the last 3 years. In case you don't find the country in the list, then it means that the royalty distribution does not take place based on the respective authorized beneficiary, but, for reasons of economic efficiency, rather in the form of a lump sum according to a determination by the board of directors. That is, royalty distribution with very small sums from countries where very little music by our performers is played and very small sums are involved is charged on a flat-rate basis accordingly.

Why haven't I received money for my works despite the fact that they are consistently played outside Austria?

Be sure that your works are indeed registered. You can have a look at your AKM-registered works here in the service portal (www.akm-aume.at). For receiving payment for royalties for performances outside Austria, the program reporting submitted in the service portal is helpful. You can find detailed information about submitting program reports on the AKM website under: <https://www.akm.at/en/music-creators/program-report/program-reporting/>

If, however, despite having registered works and submitted program reporting, no royalties for the respective performance arrive, you can submit a complaint through AKM regarding those outstanding royalties.

How do I submit a complaint about outstanding royalties from outside Austria?

As a first step, please have a detailed look at your bank account statements that you have received over the course of the payments, and at the anticipated payout dates on our website and at what royalty distribution calculations for which works are specifically missing. First you have to kindly wait for the payout date of the respective country to have passed, and please note in that respect, certain countries do their payouts in two installments, for example, Switzerland - SUISA, Spain - SGAE, United Kingdom - PRS. Only once payment from both halves of the year has taken place can a complaint be processed. Please send an email to this address reklamationausland@akm.at with the following information:

-) for live performances that took place outside Austria:

For public performances, either the program reporting submitted through the AKM service portal or a copy of the event registration including setlist (program reporting) sent to the affiliate CMO from the event organizer can serve as the basis for the complaint. In case neither the program reporting nor a copy of the event registration is available, please send us the following information:

- Date of the performance
- Name and address of the event location
- Name and date of the event organizer
- A list of the works played as well as works not charged including composer or arranger details

-) for radio/TV broadcasts that took place outside Austria:

Through a monitoring service (for example, BMAT, Musictrace, MusicDNA), you can find out when and where your works were played on the radio or on TV. These monitoring lists can serve as the basis for your complaint. Please take the step nevertheless to send us a list for each respective country since each

country has its own respective affiliate CMO responsible for royalty processing. In case you do not use any monitoring service, please send us the following information:

- Broadcast date
- Name of the broadcasting station and program
- If known, the exact time of the broadcast
- A list of the works broadcast along with the works not charged for royalties including composer and arranger details

I do not know exactly when my works were performed or broadcast—can I still file a complaint?

Unfortunately, our affiliate CMOs cannot accept complaints without these details (see above). Without this information, we cannot process the complaint.

Is it useful to send AKM a list of my performances or broadcasts in advance for the purpose of comparing the details?

No, please do not send us any information about your performances outside Austria in this case. A detailed comparison of the events or radio/TV broadcasts with the royalty calculations made has to be conducted by members after the payment from the respective year of use.

How long are complaints for outstanding royalty payments abroad possible?

Complaints are generally possible only for three years past the respective use date, deadline is the 1st of December of the current year. For example, complaints for the years 2021-2023 can be submitted up until the 1st of December 2024 and after that, only from 2022.

Upon submitting a complaint, how long does it take until the outstanding royalties are paid to my account? Can I receive my royalties also past the 3-year complaint deadline?

Due to the missing information and documentation on the part of the event organizer or due to funds not yet being collectible, the processing of complaints by our affiliate CMOs can take time. As long as you have submitted the complaint within the 3-year time limit, however, your right to royalties does not expire. Please exercise patience. As soon as a royalty distribution calculation date for your complaint is set, we will let you know.

As a new AKM member, can I file a complaint about work uses that took place before my AKM membership?

No. Complaints for fiscal years before your AKM membership unfortunately cannot be processed. You'll have to get in touch with the CMO where you were a member previously for this.

My works are going to be broadcast in German radio and TV— when will I receive the royalties for this and how exactly are they calculated?

The royalties for Germany/ GEMA for radio, TV and film are always paid out in December for the previous year— so, for example, in December 2023, royalties for the broadcast year of 2022 are paid out.

However, only the stations that are charged by program are calculated by GEMA. Should the station that played your works not be included in this list, unfortunately no royalty payouts can be processed and therefore also no complaints.

- List of radio stations that are charged by program and thus eligible for royalties:
https://www.gema.de/documents/d/guest/infoblatt_horfunk_r_2022
- List of TV stations that are charged by program and thus eligible for royalties:

https://www.gema.de/documents/d/guest/infoblatt_fernsehen_fs_t_fs_2022

My works will be performed live in Germany — when will my royalties be paid out and how exactly are they calculated?

Royalties for Germany/GEMA for public performances are always paid out in September for the previous year— for example, in September 2023, the royalty payments for the performance year for 2022 are paid out. On the GEMA website, you can find a fact sheet for the method of calculation:

https://www.gema.de/documents/d/guest/infoblatt_live_u_ud_m_2022_de-1-

I have registered my works with AKM. Why can't I find my works in the databases of the respective CMO?

It is generally speaking the case that **no central database of music works** currently exists. Works from the AKM database thus do not automatically appear in the work database of the respective CMO (for example, GEMA). When they do appear, it is when one use has been registered with them already. Due to the large volume of program reporting that our affiliate companies are sent, this lack of synchronization of works often takes places over the course of a complaint and simply takes time to get worked out.

Apart from that, there is the non-governmental, non-profit umbrella organization, CISAC or International Confederation of Societies of Authors and Composers), which provides the service of international work search (Cisnet / Fasttrack). This is however not regularly updated or necessarily used by the respective CMOs.