

Payment Dispute Escalation Procedure

If the parties escalate any Dispute in respect of payments or sums under an agreement between Experian and its Supplier, the parties will comply with the escalation procedure detailed in the table below:

Escalation Level	Time frame for resolution	Individual Responsible for the Supplier	Individual Responsible for Experian
Level 1 Initial dispute raised	10 Working Days	Account Manager	Lead Procurement Manager
Level 2 Where discussions at Level 1 have failed to resolve dispute in allotted timeframe	5 Working Days	Regional Manager	Regional Head of Procurement
Level 3 Where discussions at Levels 1 and 2 have failed to resolve dispute in allotted timeframe	2 Working Days	Director	Global Chief Procurement Officer

If the parties have exhausted the escalation procedure set out above, either party may refer a Dispute to the courts for resolution.