

## REQUEST ACCESS GUIDE

A brief guide on how to fill in the Request Access Form accurately to avoid any mistakes

### Are you already a Universal Music Group statement recipient?

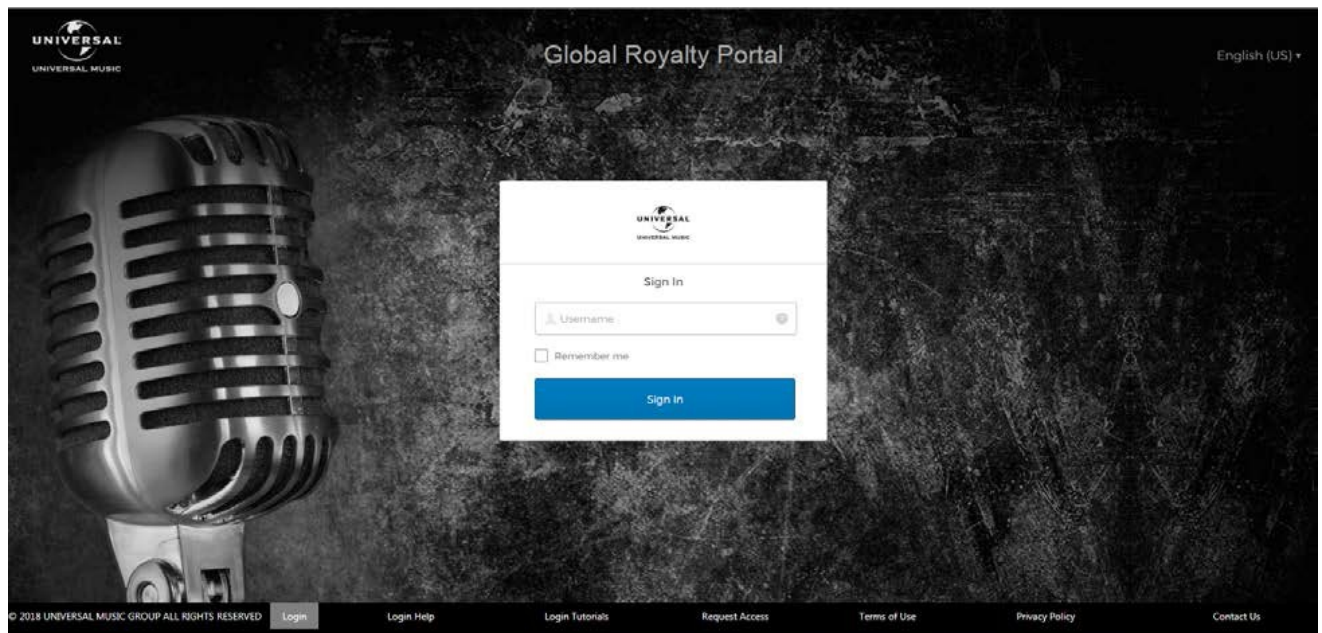
If so, you can get access to the Universal Music Group Global Royalty Portal so that you can retrieve your statements and access data online through the portal.

If you have not directly contacted your respective Country Royalty Department or prefer not to do so, you can submit an access request online.

### Submit an online Request Access form.

#### 1. Access Universal Music Group Website

By entering the URL below into your internet browser window or click on the below link <https://globalroyaltyportal.umusic.com>



2. Click on the Request Access link in the footer  
The link is located in the footer of the page;



You will be taken to the Request Access Form on a new page

A screenshot of the 'Request Access' form page. The page has a dark header with the Universal Music Group logo and 'Global Royalty Portal' text. Below the header is a 'Home' link. The main content area is titled 'Request Access' and contains several input fields: 'Your Name', 'Your email address (will become your Login ID)' (with an example 'e.g. myname@example.net'), and 'Contact Phone No'. Below these is a dropdown menu for 'Select Country/Company...'. A small image of a 'Artist Summary Statement' is shown to the right. Below the dropdown is a table with columns: 'Customer Number', 'Payee Number', 'Statement Number', 'Statement Date', and 'Statement Balance'. At the bottom of the form are two buttons: 'Submit Request' and 'Clear Form'. The footer is identical to the one in the previous image, with 'Request Access' highlighted.

**3. Enter in the following personal details in the boxes provided**

- a. Your **Name**
- b. Enter in your **Email Address**  
This email address will be your login id and we will send an activation code to this email address to complete your registration once your request has been approved by the local Royalty Department.
- c. Enter in a **Contact Phone Number**  
This is in case; we need to contact you for any reason in regards to your request.

### Request Access

Your Name

Your email address (will become your Login ID)

Contact Phone No


**4. Select the country in the drop down menu**

Based on which country Universal Music Group sends your statements from, you will need to request access to the respective country.

To request access to specific account(s), firstly please select the country which Universal Music Group sends your statements.

Select Country...  
Select Country...  
 Norway  
 United Kingdom  
 Sweden  
 Denmark  
 Finland

current period's royalty statement.  
 ht to see where to find the required information.  
 the "Add Account" option.



Artist Summary Statement

Customer Number	Payee Number	Statement Number	Statement Date	Statement Balance

If you need access to multiple countries, then you will need to submit separate request forms


**5. Click Add Account**

A line should appear in the table with text boxes under each of the field headings.

To request access to specific account(s), firstly please select the country which Universal Music Group sends your statements.

United Kingdom

Please enter the required account information from the current period's royalty statement.  
 You can click on the statement example image to the right to see where to find the required information.  
 You can request access to multiple accounts by using the "Add Account" option.



Artist Summary Statement

+ Add Account

Customer Number	Payee Number	Statement Number	Statement Date	Statement Balance
<input type="text"/>	<input type="text"/>	<input type="text"/>	31/03/2014	<input type="text"/>

## 6. Enter the Account Details

This information appears on the latest Royalty Statement you have received.

- a. Enter Customer Number
- b. Enter Payee Number
- c. Enter Statement Number
- d. Enter Statement Date
- e. Enter Statement Balance

This information helps us review and verify that you are a current statement recipient. If you are un-sure of the information you need to enter in the table, please view the example Artist Summary Statement which will highlight the fields we need you to provide.

+ Add Account					
Customer Number	Payee Number	Statement Number	Statement Date	Statement Balance	
NOO1111111	36652152	13006122536	31/03/2014	0.00	<input type="button" value="Update"/>

## 7. Click the Update button

To apply the added accounts, you must click the update button for each added account

+ Add Account					
Customer Number	Payee Number	Statement Number	Statement Date	Statement Balance	
NOO1111111	36652152	13006122536	31/03/2014	0.00	<input type="button" value="Update"/>

The account row will be applied and the row should appear as it does below

+ Add Account					
Customer Number	Payee Number	Statement Number	Statement Date	Statement Balance	
NOO1111111	36652152	13006122536	2014-03-31	0.00	<input type="button" value="Delete"/> <input type="button" value="Edit"/>

## 8. Add Additional Accounts

If you want to request access to more than one account,

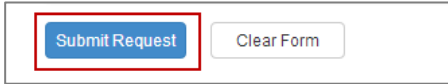
- a. Click Add Account  
A new line will appear within the table for you to enter new account details
- b. Repeat step 6 and 7

## 9. Review Access Request

Review the account details that you have entered for your access request and ensure all accounts added you have clicked the 'update' button to apply.

**10. Click the Submit Button**

This will submit your request to the respective country royalty department

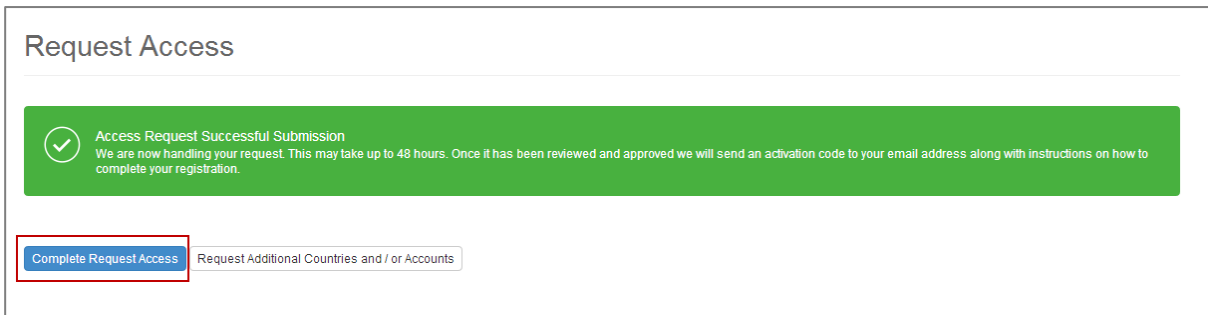


A screenshot of a form containing two buttons: 'Submit Request' (highlighted with a red box) and 'Clear Form'.

You will be directed to another screen that confirms that your request has been submitted successfully.

**11. Click Confirm Request Access**

This will acknowledge the notification displayed and you will be returned to the Global Royalty Portal home page.



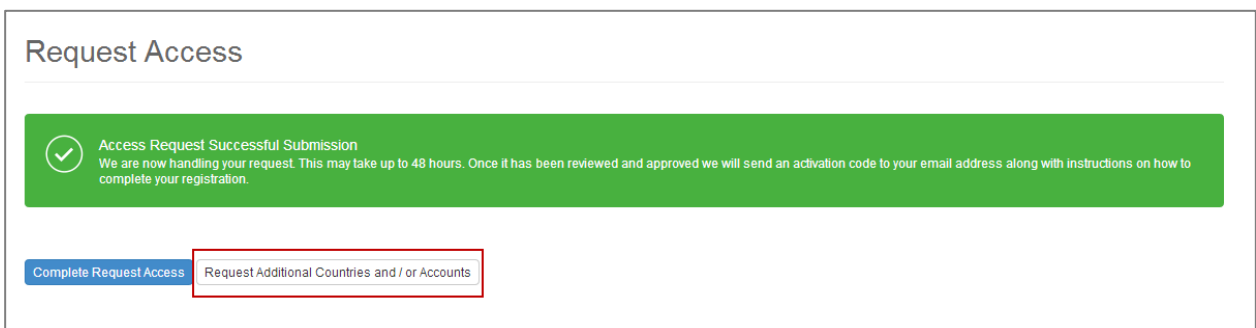
A screenshot of a 'Request Access' confirmation screen. It features a green banner with a checkmark icon and the text: 'Access Request Successful Submission. We are now handling your request. This may take up to 48 hours. Once it has been reviewed and approved we will send an activation code to your email address along with instructions on how to complete your registration.' Below the banner are two buttons: 'Complete Request Access' (highlighted with a red box) and 'Request Additional Countries and / or Accounts'.

**12. Request Additional Country Access**

If you currently receive royalty statements from more than one country or you forgot an account in your last request

- a. Click on Request Additional Access

This will direct you back to a new request access form



A screenshot of a 'Request Access' confirmation screen, identical to the one above. It features a green banner with a checkmark icon and the text: 'Access Request Successful Submission. We are now handling your request. This may take up to 48 hours. Once it has been reviewed and approved we will send an activation code to your email address along with instructions on how to complete your registration.' Below the banner are two buttons: 'Complete Request Access' and 'Request Additional Countries and / or Accounts' (highlighted with a red box).

**Access Request Review & Approval**

The Royalty Department for the country you have submitted your request to will review your request within 48 hours.

If approved, your account will be set up and you will receive an activation code sent to the email address you provided. This will contain instructions on how to complete your registration process and set up your password for login.

## Contact Us

If you would like to contact the Royalty Department directly to follow up on your request, you can contact the department based on the details provided within the Contact Us page for the selected country.