

Terms and Conditions
LSEG Customer Experience Monitor
13th January 2025

1. The promoter is: Brio Research and Consulting Limited (company no. 09843812) whose registered office is at 30 Binley Road, Coventry, CV3 1JA.
2. The competition is open to LSEG customers who have opted-in to marketing activity aged 18 years or over who complete the Customer Experience Monitor survey launched 13th January 2025 except employees of Brio Research and Consulting Limited or London Stock Exchange Group (LSEG) or their close relatives and anyone otherwise connected with the organisation or judging of the competition.
3. There is no entry fee and no purchase necessary to enter this competition.
4. By entering this competition, an entrant is indicating his/her agreement to be bound by these terms and conditions.
5. Entry is automatic on completion of the survey.
6. Only one entry will be accepted per person. Multiple entries from the same person will be disqualified.
7. Closing date for entry will be Wednesday 31st December 2025. After this date no further entries to the competition will be permitted.
8. No responsibility can be accepted for entries not received for whatever reason.
9. The promoter reserves the right to cancel or amend the competition and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any applicable law or regulation or any other event outside of the promoter's control. Any changes to the competition will be notified to entrants as soon as possible by the promoter.
10. The promoter is not responsible for inaccurate prize details supplied to any entrant by any third party connected with this competition.
11. The rules of the competition and how to enter are as follows:
 - Each LSEG customer who completes the survey will be automatically entered into the prize draw.
 - The draw will be made at quarterly intervals. On April 1 2025, July 1 2025, October 1 2025, Jan 1 2026.
12. The prize is one of two Apple iPhone 16 (256GB) or Samsung Galaxy S24 (256GB) phones. The winners will need to supply a name and postal address.
13. The winner will be chosen at random by software from all entries received.

14. The winner will be notified by email within 28 days of the closing date. If the winner cannot be contacted or do not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.
15. The promoter's decision in respect of all matters to do with the competition will be final and no correspondence will be entered into.
16. By entering this competition, an entrant is indicating his/her agreement to be bound by these terms and conditions.
17. The competition and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.
18. Any personal data relating to the winner or any other entrants will be used solely in accordance with current [UK] data protection legislation and will not be disclosed to a third party without the entrant's prior consent.
19. Entry into the competition will be deemed as acceptance of these terms and conditions.