
Inquiries Procedure

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To ensure that all Morningstar Indexes' clients and prospects receive accurate, timely, and detailed responses to any Morningstar Index related inquiry or complaint, we employ a global support framework. This document outlines our support model for inquiries or complaints related to index methodology, reconstitution/rebalance results, corporate actions, daily file publications, and other special requests.

Support Contact Information

Inquiries or complaints related to index methodology, reconstitution/rebalance results, corporate actions, publication, and other special requests should be submitted at Indexes@Morningstar.com

Morningstar Indexes will make reasonable efforts to provide resolution to client queries within three business days. All urgent requests (those inquiries concerning daily publication files, missing data, and other issues focusing on same-day change) will be answered within one business day. All urgent queries should mention the subject as Urgent followed by all relevant other details.

Support Availability

The Morningstar Indexes Team provides support Monday through Friday from multiple locations. Clients can reach out to the Morningstar Client Support Team for queries (see left). Morningstar offices in Chicago, London, and Mumbai will be closed on local public holidays.