

## **FAQs**

### **Highlighted TREC questions**

**Q: When will TREC contracting and invoicing go-live?**

A: 1st January 2022.

**Q: What changes can I as a customer expect?**

A: There should be minimal change. You will still be able to access and use the same products and services you have today. Where applicable, TREC will be the TR entity contracting with you and invoicing your products.

**Q: If I am a customer doing business with non-US TR entities will I be impacted?**

A: No. Currently the assignments to TREC only impact agreements with US TR entities.

**Q: For which products will these changes apply?**

A: For detailed information about products visit this [link](#).

**Q: Does this change how I am billed?**

A: Possibly. If you are purchasing products sold by TREC, you will receive invoices from TREC. If you are purchasing products sold by both TREC and WEST or TRTA, you will receive separate invoices from TREC and WEST or TRTA.

**Q: Will this change affect the way I currently pay my bills?**

A: No, you will continue to make payments as you do today to the same accounts.

**Q: Will the address to which I remit payment be changing?**

A: Not as of January 1st, however, Thomson Reuters does reserve the right to modify payment addresses in the future when necessary and with notice to customers.

**Q: Where can I get tax certification forms for TREC?**

A: In the assignment notice you received recently, TREC's current IRS Form W-8BEN-E was included. For reference, the form is available here: [TREC W-8 PDF \(thomsonreuters.com\)](#).

# General questions

**Q: What does TREC stand for?**

A: Thomson Reuters Enterprise Centre GmbH ("TREC") a Thomson Reuters affiliate based in Switzerland.

**Q: Will my points of contact at Thomson Reuters change?**

A: No, for the most part, and not likely as a result of this change. Though as always, your contacts could change from time to time.

**Q: I am a government customer, is my agreement being assigned to TREC?**

A: No, currently government customer contracts will not be assigned to TREC. For clarity, academic institutions will NOT be considered government customers for this purpose, and their agreements may be assigned.

**Q: Will my agreement be assigned with respect to all products and services I currently receive?**

A: While most Thomson Reuters products will be provided by TREC after January 1st, there are a few products which will continue to be provided to you by TRTA and West as applicable. A list of the products provided by TREC can be found at this [link](#).

**Q: How do I get product support from TREC?**

A: The same as you do today.

**Q: What will happen to my data currently in your systems?**

A: Your data is not being transferred as part of the contract assignment. It will remain on the same servers where it is now and protected in the same manner under Thomson Reuters security policies.

**Q: Will this assignment impact my pricing or discounts?**

A: Your pricing will remain as per your existing agreements and order forms.

**Q: Will all of my orders for products and services with TRTA or West be assigned to TREC?**

A: While most Thomson Reuters products will be provided by TREC after January 1st, there are a few products which will continue to be provided to you by TRTA and West as applicable. A list of the products provided by TREC can be found at this [link](#).

**Q: Will professional services like implementations and training be provided by TREC after January 1st?**

A: No. Professional services will continue to be provided by TRTA and West, as applicable.

**Q: Will governing law in my agreement change?**

A: No. Your agreement will continue to be governed by the jurisdiction provided for in the agreement.

**Q: My company also does business overseas with Thomson Reuters in the UK, Australia, Latin America, etc., will those contracts be impacted?**

A: No. Currently the assignment only impacts US agreements.

**Q: Will the invoices I get each month/year change?**

A: Invoices for TREC products and services will come from TREC initially through its billing agent, either West or TRTA. In cases where you are receiving products and services from TREC and either TRTA or West, you may see two invoices, at least initially, much like you would see today if buying from both TRTA and West. Thomson Reuters invoices and processes do change from time to time, and we will notify you if there are further changes.

**Q: Do I need to sign a new MSA/NDA as part of the assignment of my contract to TREC?**

A: No new agreements need to be signed. All necessary agreements have been assigned to TREC.