

Data verification form - FAQ

MSCI ESG Research Issuer Communications

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Summary

This document provides answers to some of the most common questions asked about the new digital data verification form on the MSCI ESG Research LLC (“MSCI ESG Research”) [Issuer Communications Portal](#) (ICP) and aims to be a practical guide to navigating the data verification and company feedback process.

As a complement to this FAQ resource, we highly recommend companies watch the ICP demo, with special emphasis on data verification. The demo can be accessed in the Help Guide in the MY DATA section of the ICP.

For more information about our methodology and processes, please see the growing library of resources available to companies in the MY RESOURCES and FAQ sections of the ICP.

Frequently Asked Questions

1. HOW OFTEN CAN I SUBMIT COMMENTS VIA THE DATA VERIFICATION FORM?

As often as you would like. The data verification form is open for use at any time. However, to avoid potential confusion or bottlenecks in the review process we suggest that you wait until the feedback loop for a previous entry has been completed before submitting additional comments.

2. CAN MULTIPLE INDIVIDUALS IN OUR ORGANIZATION SUBMIT COMMENTS ?

Yes. MSCI ESG Research does not restrict who within a company can provide comments via the portal. We do recommend, however, that companies coordinate internally and designate one individual to submit all comments.

3. CAN PROPOSED CHANGES/EDITS BE SAVED FOR COMPLETION AT A LATER DATE?

Yes. Anytime you hit “Save” the system will retain your current changes. “Save” does not mean “Submit”. You may review and save new changes as often as you would like. When you are ready to submit your comments to MSCI, click the “Submit” button at the bottom of the data verification form.

4. HOW LONG DOES IT TAKE FOR MSCI TO REVIEW OUR COMMENTS ?

We aim to inform companies of our update action (i.e. accept or reject comments) within 4-6 weeks of submission, in many cases sooner. MSCI ESG Research is committed to reviewing all company comments in a timely fashion. The digital data verification form on the ICP is intended to improve upon past processes and shorten the overall review time.

5. WILL I BE NOTIFIED IF MY FEEDBACK WAS ACCEPTED OR REJECTED ?

Yes. We will notify you via email: 1) when we have reviewed your comments, communicating the *accept* or *reject* decision on proposed changes at this time; and 2) once any *accepted* changes have been published and are reflected officially in our assessment.

6. WHY AM I RECEIVING SO MANY NOTIFICATIONS ?

You will receive a *minimum* of two email notifications for each set of comments submitted, corresponding to *each data section* (e.g. ESG Ratings, Carbon, ESG Controversies, etc.), provided by the data verification form sub-tabs: one to communicate the accept/reject decision, and one to confirm publication of any *accepted* updates. As such, it is possible for you to receive multiple notifications, depending on the comments submitted – e.g. two for ESG Ratings comments, two for ESG Controversies comments, and so on.

Timely notifications regarding our decisions on company feedback was one of the most frequently requested ICP features.

7. MY COMMENTS WERE ACCEPTED BUT I DO NOT SEE THE UPDATED DATA OR CHANGE IN SCORE?

The data displayed in the data verification form (within the MY DATA section of the ICP) includes all underlying data that is company-verifiable. Not all of these datapoints are included in the company report, and not all data changes will have a direct scoring impact (e.g. updates to controversy narratives, or additions of company responses to specific controversies). Please also note that updates to individual datapoints may not result in a change in your overall ESG Rating.

8. WHAT IF I HAVE COMMENTS ON THE OVERALL ESG RATING REPORT ?

MSCI ESG Research recommends that you focus your comments on the factual accuracy of the underlying data that factors into our research, as shown in the data verification form. But you may also send additional comments or feedback directly to the ESG Issuer Communications team at esgissuercomm@msci.com, or via the “ASK US” link in the ICP. We suggest you review our issuer FAQs and other ICP resources before submitting such questions or comments.

9. CAN I DOWNLOAD MY DATA INTO A PDF ?

Issuer data cannot be downloaded into a PDF version at this time.

10. HOW OFTEN IS OUR DATA UPDATED BY MSCI ESG RESEARCH ?

In general, your company data is dynamic, and may be refreshed or updated at any time. Overall *letter ratings for most companies* are updated at least once annually, but underlying data is updated much more frequently, which is why our data verification process is open-ended, and the window for comment is always open. It is also why we are unable to offer “draft data” review opportunities.

Contact us

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