



Welcome to Performer Claims

Performer Claims is a vital service that helps Performers ensure they receive accurate payments when the recordings they created have been used. The following information will help you make the most of the service. The areas we cover in this guide are –

- **Why** should I claim?
- **How** to make a claim – the basics.
- What happens if I am asked to submit **evidence**?
- What **type of evidence** might I need to submit?
- **Step by Step instructions** (we have tried to make the screens self-explanatory but there are always times when more information can help).

Why should I claim?

In order to ensure you receive maximum, accurate income from PPL you need to ensure you are linked correctly to all the recordings on which you performed in our Repertoire Database. You do this by submitting claims.

How to make a claim – the basics

There are five steps to making a claim -

- **Search** PPL's Repertoire Database for recordings on which you performed.
- **Check** the performer line-up to ensure you are listed correctly.
- **Move** recordings to the *Claims Basket* if you are missing or the information is wrong.
- **Enter** the required information about your performance on the recording.
- **Submit** the claim.

We then take over responsibility and will do one of the following -

- Accept the claim
- Reject the claim
- Ask for evidence to support the claim

What happens if I am asked to submit evidence?

If you are required to provide evidence we will email you with details of the evidence required and how to send it. Please note that if evidence is not supplied within 45 days the claim will be deleted after 45 days and will require re-submission.

We hope the above helps you to get started. However, we recognise that some customers prefer more detailed instructions so we have prepared the following to help.

What type of evidence might I need to submit?

The type of evidence required depends on whether you are a Contracted Featured Performer, Other Featured or Non-Featured Performer.

Contracted Featured Performer

A Contracted Featured Performer is a performer who is bound by an exclusive agreement with the relevant record company to perform on the sound recording and who is credited as the lead artist or conductor on that recording. This does not include agreements to do session work, or producer/remixer agreements.

Evidence that a Contracted Featured Performer can submit to PPL to support a claim includes:

- Copy of an exclusive recording agreement with the commissioning record label, under which the claimed track was recorded
- Official correspondence from the record company confirming an exclusive contract with the commissioning record label at the time of recording
- Royalty Share Agreement/Record company Royalty Statement (*PRS for Music/MCPS/Music Publishing* statements are NOT acceptable)

Other Featured Performer

An Other Featured Performer is a performer who contributes an audible performance to the sound recording and is:

- A lead vocalist not exclusively contracted to the commissioning record company;
- A performer not exclusively contracted to the commissioning record company but whose personal or professional name appears with or is linked to the name of the Contracted Featured Performer on the track; or
- A performer who is entitled under the terms of a contract with the Contracted Featured Performer to receive royalties from sales of the recording.

Evidence that an Other Featured Performer can submit to PPL to support a claim includes:

- Product sleeve front cover or spine showing the performer's name with the name of the Contracted Featured Performer or linked thereto with the words "featuring", "with", "and", "meets", "versus" or derivations thereof. A credit on the product sleeve naming the performer as a member of a group does NOT establish a valid claim to Other Featured status
- Evidence of a contribution as a lead vocalist
- A contract between the performer and the Contracted Featured Performer entitling the performer to receive royalties as a singer or musician from sales of the recording
- Official correspondence from the Contracted Featured Performer or their management confirming contributor category
- A duly executed contract between the performer and the other members of the group confirming contributor category

Non-Featured Performer

A Non-Featured Performer is a performer who is not a Contracted Featured Performer or an Other Featured Performer. Examples of Non-Featured Performers include session musicians and backing singers.

Evidence that a Non-Featured Performer can submit to PPL to support a claim includes:

- CD/record/tape sleeve inlay crediting performance
- Contracted Featured Performer's official website crediting performance
- Official correspondence from Record Company confirming instrumental or vocal contribution
- BPI/MU Consent Form
- MU Backing Track Form
- MPG (formerly Re-Pro) Form (www.ppluk.com/I-Make-Music/Studio-Producers/)
- Payslip/Invoice/Video buyout/MU Payment Advice
- Letter from fixer, studio producer or orchestral manager confirming contribution category
- Reference Books/ Trade Press/ published discography/ Internet discography (must be track specific)
- Signed verification from one of the Featured Performers or their management
- Signed verification from the studio producer, arranger or artist management person who attended the session
- Signed verification from at least 2 other Non-Featured Performers already confirmed on the recording
- Signed verification from the MD or Business Affairs dept of the record company or music publishing company.

Step-by-step instructions


Step 1 Search PPL's repertoire database for recordings you performed on

The Repertoire Database search page is accessed from the MyPPL homepage by clicking the *Repertoire* tab or selecting *Make a Claim*.

Tips to help your search

- For best results use **Advanced Search**.
- If you can't find the recording you are looking for try amending the **search filters**, eg, change the field *equal to* to *begins with* when searching for a recording title or band name as there may be various spellings on our database.
- Recording titles may change between recording and release so you may need to try **alternate searches** to find a particular recording.
- To get a **full list of recordings** you are linked to use the search terms 'PPL Performer ID' or 'Contributor Name' and enter your details.

Step 2 Check the performer line-up to ensure you are listed correctly

All recordings you are already linked to will have a  icon next to them. If the recording you performed on:

- **Doesn't** have this icon you should submit a claim;
- **Does** have this icon, you can still drill down to the *Contributors* tab to ensure you are listed with the correct *Category*, *Role* and *Country of Performance*. If not, you can submit a claim to correct the data.

Step 3 Move the recording to your claims basket

You have a choice of three pages from which to select the recordings on which you wish to submit a claim

- Search results
- Recording details
- Product track-listing

You move the recording to the *Claims Basket* by ticking and clicking -

- **Tick** the appropriate box next to the recordings (you do not need to do this on the recording details page)
- **Click** *Make a Claim* at the top of the page

A tip for Representatives

Representatives making claims on behalf of a Performer will have a pop up box appear when they select *Make a Claim* allowing them to select the correct performer.

Step 4 Enter information about your performance

In your *claims basket* you will see a list of all the recordings you have selected. For each recording you need to provide the following information.

Category – Please choose

- Contracted Featured Artist A performer who is bound by an exclusive agreement entered into directly or indirectly with the record company producing the recording and who is credited as the lead artist or conductor on that recording. This does not include agreements to do session work, or producer/remixer agreements.
- Other Featured Artist A performer who is a non-contracted member of the band given as the main artistic name on the recording details or a guest artist whose name appears with or is linked to the name of the Contracted Featured Performer on the recording.

- **Non-Featured Artist** A performer who has been engaged for a fixed period of time, i.e. a session musician or backing vocalist, specifically to record one or more backing performances).

Role - This is the instrument(s) or vocals you contributed.

- In the role field please enter the first three letters of the role that is relevant to you, then click on the magnifying glass to select a role.

For more information on performer roles please refer to PPL's current list of all roles available here:

www.ppluk.com/Documents/Member_Services/Performer_roles.pdf

- If you are claiming as an Eligible Studio Producer please refer to PPL's guidance in relation to Eligible Studio Producers available here:
www.ppluk.com/I-Make-Music/Studio-Producers/
- If you are claiming as a Sampled Performer please refer to PPL's guidance in relation to Sampled Performers available here:
www.ppluk.com/Documents/Member_Services/Guidance_on_Sampled_Performers.pdf

Country of Performance - This is the country you recorded your part of the recording, not where the recording itself has been performed.

A tip to speed up data entry

For **multiple recordings** with the same category, role and country of performance in your basket you can tick them all, select the category, role and country of performance and then click the two *apply* buttons. You will see your selected values appear against each recording in your basket. (See image 1)

Please ensure that you are selecting the correct category and role as once the claim is submitted you will not be able to amend it.

Step 4 Submit the claim

Once you have completed all the details required to make a claim, the status will change from *Incomplete* to *Complete*, this show the claim can be submitted. Please read the *Terms and Conditions*, if you agree please tick the appropriate box and click *Submit completed claims*. (See Image 2)

Please note that adding recordings to the basket does not submit the claim to PPL, they will remain with the status *New*. Claims at this status need to be completed and submitted.

What happens next?

If your Claim status is -

- *Closed and Auto-accepted*
 - You do not need to do anything else.
 - Any revenue due to you as a result of the claim will be calculated and distributed at our next adjustment, please see PPL's website for the next scheduled adjustment (**link to payment page**).
 - These are accessed through the *Closed Claims* section on your Homepage (see image 3 and 3a)
- *Open and With customer, awaiting evidence*
 - You will receive an automated email to let you know that you must provide evidence. A reminder email will then be sent 15 days later.
 - If we have not received the required evidence within 45 days of the claim's submission to PPL an email notification will be sent to inform you that the claim has been deleted.
 - Once evidence has been submitted, if it does not meet the criteria specified on our website we will temporarily reject the claim and request that you provide us with additional evidence (this must be received within 45 days).
 - These are accessed through the *Open Claims* section on your Homepage (see image 3 and 3b).

Please note that acceptance of a claim on the original submission does not preclude PPL requesting the provision of supporting evidence at any point in the future. If evidence cannot be provided or is deemed insufficient you will be removed from the recording line-up immediately and steps will be taken to recover all revenue paid to you from this recording to date.

Protecting your payments

PPL takes the matter of fraud extremely seriously. You should ensure you only make claims on recordings on which you performed, and for which you have sufficient evidence to prove so. If you are found to have submitted a fraudulent claim you will be removed from the line-up immediately and will be required to provide evidence on all future claims in order for them to be accepted. PPL will take steps to recover payments made as a result of any fraud and also reserves the right to take available legal action.

Image 1

myPPL Logout

HOME | REPERTOIRE | MY ACCOUNTS | CLAIMS BASKET

Claims Basket

Select all | Deselect all | Delete selected | Clear selected

Contribution Category: Non-Featured Artist | Role: Guitar | [Apply](#)

Country of Performance: United Kingdom | [Apply](#)

Date created	Recording title	Band/artist	P-date	Performer	PPL ID	Contribution Category	Role	Country of Performance	Status
<input checked="" type="checkbox"/>	25/01/2011	Come Together	THE BEATLES	1969	PPL Performer	Non-Featured Artist	Guitar	United Kingdom	Complete
<input checked="" type="checkbox"/>	25/01/2011	Can't Buy Me Love	THE BEATLES	1995	PPL Performer	Non-Featured Artist	Guitar	United Kingdom	Complete
<input type="checkbox"/>	25/01/2011	Get Back	THE BEATLES	1970	PPL Performer				Incomplete
<input type="checkbox"/>	25/01/2011	A Hard Day's Night	THE BEATLES	1964	PPL Performer				Incomplete

[Empty Basket](#) [First](#) | [Previous](#) | [Next](#) | [Last](#)

I confirm that I have read and agree to the [Terms and Conditions](#):

[Submit completed claims](#)

Image 2

myPPL Logout

HOME | REPERTOIRE | MY ACCOUNTS | CLAIMS BASKET

Claims Basket

Select all | Deselect all | Delete selected | Clear selected

Contribution Category: Non-Featured Artist | Role: Bass Guitar | [Apply](#)

Country of Performance: United Kingdom | [Apply](#)

4 claims were submitted to PPL.
Some claims you have submitted might require evidence to be submitted. Please [click here](#) to view these claims.
Some claims you have submitted may have already been accepted. Please [click here](#) to view these claims.

Date created	Recording title	Band/artist	P-date	Performer	PPL ID	Contribution Category	Role	Country of Performance	Status
--------------	-----------------	-------------	--------	-----------	--------	-----------------------	------	------------------------	--------

[Empty Basket](#) [First](#) | [Previous](#) | [Next](#) | [Last](#)

I confirm that I have read and agree to the [Terms and Conditions](#):

[Submit completed claims](#)

Image 3

The screenshot shows the myPPL member homepage. At the top, there is a navigation bar with links for HOME, REPERTOIRE, MY ACCOUNTS, and CLAIMS BASKET. Below this, a welcome message reads: "Welcome to your PPL member homepage! Please use the tabs above to navigate the site, or click the relevant quick links below to complete your request." The main content area is divided into three sections: MY ACCOUNT, MY ACTIONS, and MY STATEMENTS. The MY ACCOUNT section includes links for "Update my account details", "Change Email Address or Password", "My Registrations", "Open Account Update Requests", and "Representation Requests For PPL members". The MY ACTIONS section includes links for "Queries" (Create New Query, Open Queries, Closed Queries), "Claims" (Make a claim, Open Claims, Closed Claims, How to make a claim), "Disputes" (Open Disputes, Closed Disputes), and "Repertoire" (Search Repertoire). The MY STATEMENTS section includes a link for "View Statements". Two callout boxes are present: one pointing to the "Open Claims" link with the text "Open and With customer, awaiting evidence", and another pointing to the "Closed Claims" link with the text "Closed and Auto-accepted".

Image 3a

Closed Claims

Substatus:
 Band/Artist:

3 Claims found. Show Per Page

Case Number	Recording Id	Band/Artist	Recording Title	Contribution Category	Role	Country of Performance	Created Date
01926262	41313062	KYLIE MINOGUE	Fever (Live In Manchester)	Contracted Featured Artist	Vocals	United Kingdom	31/10/2013
00736881	29841436	GEORG SZELL	Ppittest	Contracted Featured Artist	Hunting Horn (Valved)	Wallis And Futuna Islands	11/10/2011
00709235	29841524	JEFFREY BERNSTEIN	Ppittest	Contracted Featured Artist	Vihuela	Albania	05/10/2011

[First](#) [Previous](#) [Next](#) [Last](#)

Image 3b


Open Claims


To attach an evidence document to one or multiple claims:


- 1) Select one or multiple claims from the list below
- 2) Click on the "Browse", or "Choose File" button at the bottom of the page to select the file you wish to upload
- 3) Write a Description for the file you are uploading (optional)
- 4) Click the "Attach Evidence" button to upload your file


Please note:


- If you have multiple pages of claims you can only work on one page at a time, e.g. if you go to page 2 you will lose any selected claims from page 1.
- Once you have attached evidence the claim will no longer be visible under the status **With Customer: Awaiting Evidence**. To view claims you have submitted evidence for change the Substatus to **Member Services Checking Evidence**.
- If you wish to attach more than one evidence document to a claim you will need to attach one document first, then change the Substatus to **Member Services Checking Evidence** to select the claims again in order to attach another evidence document.

Select all 

Deselect all 

Substatus With Customer: Awaiting Evidence 

Band/Artist All 

2 Claims found. Show 20  Per Page

<input type="checkbox"/>	<u>Case Number</u>	<u>Recording Id</u>	<u>Band/Artist</u>	<u>Recording Title</u>	<u>Contribution Category</u>	<u>Role</u>	<u>Country of Performance</u>	<u>Created Date</u>
<input type="checkbox"/>	02519870	636247066	MILES KANE PROFESSOR GREEN	Are You Getting Enough?	Non-Featured Artist	Drums	United Kingdom	01/10/2014
<input type="checkbox"/>	02519758	636247066	MILES KANE PROFESSOR GREEN	Are You Getting Enough?	Non-Featured Artist	Drums	United Kingdom	01/10/2014

[First](#) [Previous](#) [Next](#) [Last](#)

No file selected.

Description (optional)