



Trade Error Policy: Commodity Direct Spot Crude Markets

If a trade was completed in error, the buyer and seller must both contact gcc@cmegroup.com by 4 p.m. CT the same day. The trade will be cancelled on the platform upon confirmation from both parties. When the trade is cancelled, its status will update to "Cancelled" in the Order Book for the impacted counterparties, and a message will display in the Trade Activity visible to all participants. Trades executed on previous days cannot be cancelled on the platform. Trades may only be cancelled on the platform, not amended.