



ISS Launches New Online Communications Portal, Updates U.S. Voting Policy FAQs

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Reading Time : **1 min**

Additionally, ISS's announcement of the new Help Center reminds companies and their advisors that Help Center submissions should not refer to any past, present or expected services from ISS Corporate Solutions, Inc. (ICS), in order to maintain separation between ISS Research and ICS.

Effective immediately, companies and other parties should contact ISS using the Help Center at <https://issgovernance.service-now.com/csp>, rather than submitting questions to the ISS Global Research Help Desk, or to other email addresses that are being retired with this launch:

- GlobalResearch@issgovernance.com
- USResearch@issgovernance.com
- QualityScore@issgovernance.com
- AustralianP4Psupport@issgovernance.com
- EuropeanP4Psupport@issgovernance.com

Updated U.S. Voting Policy FAQs

The Help Center launch followed shortly after ISS updated its U.S. Proxy Voting Research Procedures & Policies FAQs on March 29, 2018, and prompted a further update to address the new Help Center communications processes. The updated FAQs are available [here](#) and address the following topics:

- access to and use of ISS proxy reports
- process for correcting ISS proxy reports using the ISS Help Center
- process for requesting engagement with ISS Research using the ISS Help Center, including providing:

- a detailed agenda for the engagement
- a list of the company's participants;
- preferred dates and times
- voting policies regarding poison pills
- voting policies regarding board classification

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