

deBreij B.V. Office Complaints Procedure

Our firm makes every effort to render the best possible services to our clients. A sound relationship with our clients is extremely important to us. Nevertheless, you may sometimes be dissatisfied or have a complaint. We take complaints very seriously. In order to handle your complaint as well as possible, we have devised the following complaints procedure.

You can use the complaints procedure if you have a complaint in respect of:

- the establishment and performance of an engagement letter;
- the quality of our services; and/or
- the amount of the invoice.

Naturally, you can first submit your objections to the lawyer involved. If the issue cannot be resolved this way, you can turn to the management of our office, which will attempt to resolve the issue together with you.

Should you require more information, please do not hesitate to contact our office director,

Michèle Jenniskens:

t (+31) (0)20 572 78 00

f (+31) (0)20 572 78 71

e michele.jenniskens@debreij.com

1 Definitions

1.1 The following defined terms are used in this office complaints procedure:

Complaint: any written expression of dissatisfaction from or on behalf of a client directed at a lawyer of the law firm of deBreij B.V. (deBreij) or the people working under deBreij's responsibility regarding the establishment and performance of an engagement letter, the quality of the services or the amount of the invoice, not being a complaint as referred to in Section 4 of the *Advocatenwet* (Counsel Act);

Lawyer: a lawyer of deBreij; and

Complaints officer: the lawyer in charge of handling the complaint.

2 Scope of application

2.1 This office complaints procedure applies to every engagement letter between deBreij and a client.

2.2 Each lawyer ensures that complaints are handled in conformance with the office complaints procedure.

2.3 This office complaints procedure has been published. Before entering into the engagement letter, the lawyer will point out to the client that deBreij uses an office complaints procedure and that this procedure applies to the services.



2.4 Complaints as referred to in Article 1 of this office complaints procedure that have not been resolved after being dealt with will be submitted to the competent (civil) court.

3 Internal complaints procedure

3.1 A client can send a complaint in writing to the management of deBreij, to the attention of Michèle Jenniskens (P.O. Box 79021, 1070 NB, Amsterdam). The complaint can also be sent by email (michele.jenniskens@debrij.com).

3.2 To assess the complaint as quickly as possible, the client must provide the following information when submitting the complaint:

- name, address and place, and possible telephone number and e-mail address;
- name and number of the file at deBreij;
- date on which the client sends the letter or e-mail;
- clear description of the complaint; and
- copies of documents that clarify the complaint.

3.3 The client will receive a written confirmation of receipt as soon as possible, informing the client of the course of the complaints procedure.

3.4 After a client has approached deBreij with a complaint, this complaint is forwarded to Gaston Freijser who has been appointed complaints officer on behalf of deBreij.

3.5 The complaints officer notifies the person against whom the complaint is made of the filing of the complaint and offers the client and the person against whom the complaint is made the opportunity to offer an explanation to the complaint.

3.6 The person against whom the complaint is made will try to resolve the issue together with the client, whether or not after intervention of the complaints officer.

3.7 The complaints officer handles the complaint within four weeks after receipt of the complaint or informs the client that this term will be deviated from, stating the reasons and specifying the term within which an opinion will be issued regarding the complaint.

3.8 The complaints officer notifies the client and the person against whom the complaint is made of the opinion regarding the validity of the complaint in writing; this may or may not include recommendations.

3.9 In the event that the complaint has been handled satisfactorily, the client, the complaints officer and the person against whom the complaint is made will sign the opinion regarding the validity of the complaint.

4 Confidentiality and free complaints handling

- 4.1 The complaints officer and the person against whom the complaint is made will observe confidentiality in handling the complaint.
- 4.2 The client does not have to pay any compensation for the complaint handling costs.

5 Responsibilities

- 5.1 The complaints officer is responsible for handling the complaint in time.
- 5.2 The person against whom the complaint is made keeps the complaints officer abreast of any contacts and a possible solution.
- 5.3 The complaints officer keeps the client abreast of the complaint handling.
- 5.4 The complaints officer keeps the complaint file.

6 Complaint registration

- 6.1 The complaints officer registers the complaint together with the complaint subject.
- 6.2 A complaint can be broken down into several subjects.
- 6.3 The complaints officer periodically reports on the handling of the complaints and issues recommendations to prevent new complaints, as well as to improve procedures.
- 6.4 At least once a year, the reports and recommendations are discussed at the office and presented for taking a decision.

