

Complaints & Disputes Procedure Liaise Advocaten ("Liaise")

Article 1 Definitions

In this complaints & disputes procedure, the following terms are defined as follows:

complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under the lawyer's responsibility, concerning the formation and performance of an engagement agreement, the quality of the services provided, or the amount of the fee invoice, not being a complaint as referred to in Section 4 of the Dutch Advocates Act (Advocatenwet);

complainant: the client, the client's representative, or a third party with a direct interest who submits a complaint;

complaints officer: the lawyer responsible for handling the complaint.

Article 2 Scope

2.1 This complaints & disputes procedure applies to every engagement agreement between Liaise and the client.

2.2 Every lawyer at Liaise is responsible for handling complaints in accordance with this complaints & disputes procedure.

Article 3 Objectives

This complaints & disputes procedure aims to:

- a. establish a procedure for handling clients' complaints in a constructive manner within a reasonable period;
- b. establish a procedure for identifying the causes of complainants' complaints;
- c. fulfil a statutory obligation, and preserve and improve existing relationships through effective complaints handling;
- d. train staff to respond to complaints in a client-focused manner;
- e. improve the quality of service through complaints handling and complaints analysis.

Article 4 Information Provided at the Start of Services

4.1 This complaints & disputes procedure has been made publicly available. Before entering into the engagement agreement, the lawyer informs the client that the firm applies a complaints & disputes procedure and that it applies to the services provided.

4.2 Complaints as referred to in Article 1 of this complaints & disputes procedure that remain unresolved after handling must be submitted by the complainant to the Amsterdam District Court.

Article 5 Internal Complaints Procedure

- 5.1 If a complainant approaches the firm with a complaint, the complaint is forwarded to Mr R.J.F. Wigman, who thereby acts as the complaints officer.
- 5.2 The complaints officer notifies the person against whom the complaint is directed of the submission of the complaint and gives both the complainant and that person the opportunity to provide an explanation regarding the complaint.
- 5.3 The person against whom the complaint is directed seeks to reach a solution together with the complainant, whether or not with the involvement of the complaints officer.
- 5.4 The complaints officer resolves the complaint within four weeks of receipt, or informs the complainant, stating reasons, of any deviation from this period, indicating the period within which a decision on the complaint will be given.
- 5.5 The complaints officer informs the complainant and the person against whom the complaint is directed in writing of the decision on the merits of the complaint, with or without recommendations.
- 5.6 If the complaint has been resolved to satisfaction, the complainant, the complaints officer, and the person against whom the complaint is directed sign the decision on the merits of the complaint.

Article 6 Confidentiality and Free-of-Charge Complaints Handling

- 6.1 The complaints officer and the person against whom the complaint is directed observe confidentiality when handling the complaint.
- 6.2 The complainant does not owe any fee for the cost of handling the complaint.

Article 7 Responsibilities

- 7.1 The complaints officer is responsible for the timely handling of the complaint.
- 7.2 The person against whom the complaint is directed keeps the complaints officer informed of any contact and any possible solution.
- 7.3 The complaints officer keeps the complainant informed of the handling of the complaint.
- 7.4 The complaints officer maintains the complaints file.

Article 8 Complaints Registration

- 8.1 The complaints officer registers the complaint together with its subject matter.
- 8.2 A complaint may be classified under multiple subjects.
- 8.3 The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent new complaints and to improve procedures.
- 8.4 At least once a year, the reports and recommendations are discussed at the firm and submitted for decision-making.