

Complaints procedure Fynk Legal B.V.

This is the complaints procedure of Fynk Legal B.V., a private company with limited liability, incorporated pursuant to Dutch law, with corporate seat in Amsterdam and registered with the Trade Register under number 71647856 (FYNK).

Article 1 Definitions

In this complaints procedure:

- *complaint* means any dissatisfaction with an attorney (*advocaat*) or a person working under the responsibility, of an attorney expressed in writing by or on behalf of the client and concerning how a request for services (*overeenkomsten van opdracht*) was entered into or has been dealt with, the quality of services, or the amount invoiced, other than a complaint as referred to in article 4 Attorneys Act (*Advocatenwet*);
- *client* means the client or his or her representative submitting the complaint; and
- *complaints officer* means the attorney tasked with handling the claim.

Article 2 Scope

1. This complaints procedure applies to all legal (*advocatuurlijke*) services provided to the client by FYNK.
2. Every attorney at FYNK will respond to complaints in accordance with this complaints procedure.

Article 3 Purpose

The purpose of this complaints procedure is to:

- a. establish a procedure for constructively dealing with a client's complaint within a reasonable period of time;
- b. establish a procedure for determining the cause of a client's complaint;
- c. maintain and improve existing relationships by correctly dealing with complaints;
- d. train employees to respond to complaints with the client's needs in mind;
- e. improve the quality of services through handling claims and reflecting on them.

Article 4 Information at the start of services

1. This complaints procedure can be viewed on www.fynk.nl. Before providing services to a client, the attorney informs the client that FYNK has a complaints procedure which applies to the services.
2. Complaints that have been dealt with but not resolved may be submitted in first instance to the District Court of Amsterdam, the Netherlands, in accordance with the general conditions of FYNK.

Article 5 Internal procedure

1. Every complaint shall be passed on to the complaints officer, currently Mr J.M. Rovers.
2. The complaints officer shall inform the attorney who the complaint relates to of the complaint and gives the client and the attorney the opportunity to provide an explanation.
3. The attorney shall try to find a solution together with the client, before or after the complaints officer's intervention.
4. The complaints officer shall assess the complaint within four weeks after he has received the complaint. If this deadline is not met, the complaints officer shall inform the client

thereof and explain the reasons therefor. The complaints officer shall also specify a new deadline for assessing the complaint.

5. The complaints officer shall send a letter to the client and the attorney setting out his view whether the complaint was justified, and possibly making recommendations.
6. If the complaint has been satisfactorily resolved, the client and the attorney concerned countersign aforementioned letter.

Article 6 Confidentiality and no handling fee

1. The complaints officer and the attorney who the complaint relates to maintain confidentiality while dealing with the complaint.
2. The client does not owe any fee for the handling of the complaint.

Article 7 Duties

1. The complaints officer is responsible for the timely resolution of the complaint.
2. The attorney who the complaint relates to keeps the complaints officer informed of his or her contacts with the client and of any possible solution.
3. The complaints officer shall keep the client informed of the handling of the complaint.
4. The complaints officer shall keep the complaint file up to date.

Article 8 Complaints record

1. The complaints officer records the complaint, specifying the subject matter.
2. A complaint can be divided into several subject matters.
3. The complaints officer periodically reports on how the complaints have been handled and makes recommendations for preventing new complaints and improving procedures.
4. At least once a year, the complaints officer's reports and recommendations are discussed and submitted for decision-making within FYNK.

This complaints procedure is available in English and Dutch. The Dutch text prevails.