

COMPLAINTS PROCEDURE BOS.LEGAL

Article 1 DEFINITIONS

In this office complaints procedure, the following definitions apply:

Complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or persons working under his responsibility with respect to the conclusion and performance of a contract of engagement, the quality of the services or the amount of the fee, not being a complaint as referred to in paragraph 4 of the Lawyers Act;

Complainant: the client or his representative who makes a complaint;

Complaints Officer: the lawyer charged with handling the complaint.

Article 2 SCOPE

2.1 These office complaints rules shall apply to any agreement for services between Bos.Legal B.V. (Bos.Legal) and the client.

2.2 Bos.Legal shall handle complaints in accordance with the office complaints regulation.

Article 3 OBJECTIVES

3.1 The purpose of this office complaints procedure is:

- a. to establish a procedure for the constructive resolution of client complaints within a reasonable period of time;
- b. to establish a procedure for determining the causes of client complaints;
- c. maintaining and improving existing relationships through proper complaint handling;
- d. training employees in client-focused response to complaints;
- e. improve the quality of services by means of complaint handling and complaint analysis.

Article 4 INFORMATION ON THE INITIATION OF SERVICE

4.1 This office complaints procedure has been made public. Bos.Legal shall draw the attention of the client to the fact that Bos.Legal has an office complaints procedure in place and that this is applicable to the provision of services before entering into the agreement.

4.2 Bos.Legal has stated in the confirmation of instruction and/or in the General Terms and Conditions to which independent party or authority a complaint that has not been resolved after treatment may be referred in order to obtain a binding decision.

4.3 Complaints as referred to in Article 1 of this office complaints scheme that are unresolved after treatment will be submitted to the Disputes Committee for the Legal Profession.

Article 5 INTERNAL COMPLAINT PROCEDURE

5.1 If a client approaches Bos.Legal with a complaint, the complaint will be forwarded to Mr G.J. Bos, who will then act as complaints officer.

5.2 The complaints officer will inform the person complained about of the filing of the complaint and will give the complainant and the person complained about the opportunity to explain the complaint.

5.3 The person about whom the complaint has been made will attempt to reach a solution together with the client, either with or without the intervention of the complaints officer.

- 5.4 The Complaints Officer will deal with the complaint within four weeks of receipt of the complaint, or will notify the complainant of any deviation from this term, stating the term within which an opinion on the complaint will be given.
- 5.5 The Complaints Officer will notify the complainant and the person complained about in writing of the decision on the merits of the complaint, whether or not accompanied by recommendations.
- 5.6 If the complaint has been dealt with satisfactorily, the complainant, the Complaints Officer and the person about whom the complaint has been made will sign the decision on the merits of the complaint.

Article 6 CONFIDENTIALITY AND COST-EFFECTIVE COMPLAINT PROCESSING

- 6.1 The Complaints Officer and the person complained about will observe secrecy during the handling of the complaint.
- 6.2 The complainant does not owe any compensation for the costs of handling the complaint.

Article 7 RESPONSIBILITIES

- 7.1 The Complaints Officer is responsible for dealing with the complaint in good time.
- 7.2 The person complained about will keep the Complaints Officer informed about any contact and a possible solution.
- 7.3 The Complaints Officer will keep the complainant informed about the handling of the complaint.
- 7.4 The Complaints Officer maintains the complaint file.

Article 8 COMPLAINT REGISTRATION

- 8.1 The Complaints Officer registers the complaint and the subject of the complaint.
- 8.2 A complaint may be divided into several subjects.
- 8.3 The Complaints Officer will report periodically on the settlement of the complaints and will make recommendations for the prevention of new complaints, as well as for the improvement of procedures.
- 8.4 At least once a year, the reports and recommendations shall be discussed at the office and presented for decision.
- 8.5 If applicable, the complaint shall also be reported to the relevant liability insurer.
- 8.6 This complaint policy is also provided in the Dutch language. In the event of a dispute about the contents or purport, the Dutch text shall be binding.