

Office Complaints Procedure

Bissessur

1. DEFINITIONS

Bissessur:	the private limited company (<i>besloten vennootschap</i>) Bissessur Legal B.V., with its registered office in Rotterdam and registered in the Trade Register of the Chamber of Commerce under number 84751789; the private limited company (<i>besloten vennootschap</i>) Bissessur (Switzerland) B.V., with its registered office in Amsterdam, the Netherlands, and registered in the trade register of the Chamber of Commerce in the Netherlands under number 98535285, doing business in Zurich, Switzerland under the trade name Bissessur (Switzerland) B.V., Amsterdam, Zurich Branch, registered in the commercial register of the Canton of Zurich (Handelsregister des Kantons Zürich) under number CHE-318.486.276; or an affiliated entity (including other entities operating under the name Bissessur).
Attorney:	the Attorney (<i>advocaat</i>) affiliated with Bissessur or the person working under the responsibility of the relevant Attorney.
Client:	the counterparty of Bissessur.
Office Complaints Procedure:	this office complaints procedure.
Complainant:	the Client or their representative who submits a complaint.
Complaint:	any written expression of dissatisfaction by or on behalf of the client towards the Attorney or persons working under his responsibility regarding the conclusion and performance of a contract for services, the quality of the services provided or the amount of the invoice, not being a complaint as referred to in section 4 of the Attorneys Act.

Complaints officer: the Attorney appointed by Bissessur who is responsible for handling the complaint, being mr. R.S. Ganeshie, attorney-at-law (*advocaat*) in Rotterdam.

2. APPLICABILITY

- 2.1. This office complaints procedure applies to every contract for services provided by Attorneys (*advocaten*) between Bissessur as provider and a Client.
- 2.2. The Complaints Officer is responsible for handling complaints in accordance with this Office Complaints Procedure.

3. OBJECTIVES

- 3.1. The purpose of this Office Complaints Procedure is:
 - a. to establish a procedure for handling Client Complaints in a constructive manner 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 effective complaint handling;
 - d. to train employees in responding to Complaints in a client-oriented manner;
 - e. improving the quality of service provision with the help of complaint handling and complaint analysis.

4. INFORMATION AT THE START OF SERVICE PROVISION

- 4.1. This Office Complaints Procedure has been made public and published on the Bissessur website.
- 4.2. Before entering into the engagement, the Attorney will inform the Client that Bissessur has an office complaints procedure and that this applies to the services provided.

5. SUBMITTING A COMPLAINT

- 5.1. The Complainant must submit a Complaint in writing to Bissessur, by email to 'ComplaintsOfficer@bissessur.law'. The Complaint will be addressed to the Complaints Officer.
- 5.2. When submitting the Complaint, the Complainant must provide at least the following information:

- a. The name and address details of the Complainant and, if the Complainant is not the Client, the name and address details of the Client.
 - b. The name of the Attorney against whom the Complaint is directed.
 - c. A description of the Attorney's actions or omissions or of the objections regarding the content, scope, or specification of the invoice that gave rise to the Complaint.
 - d. The date of submission of the Complaint and the signature of the Complainant, and if the Complainant is not the Client, the signature of the Client.
- 5.3. If the Complaint does not contain at least all the information referred to in Article 5.2, the Complaints Officer will inform the Complainant thereof and the Complainant will be given the opportunity to provide the missing information. The foregoing does not suspend the period specified in Article 5.4. If the Complainant fails to provide the missing information or fails to do so in a timely manner, the Complaints Officer will not process the Complaint. In that case, the Complaints Officer will inform the Complainant in writing that the Complaint will not be processed.
- 5.4. The Complainant must submit the Complaint within three months of the moment at which the Client became aware or could reasonably have become aware of the action or omission of the Attorney, or of the invoice, that gave rise to the Complaint. If a Complaint is submitted after the expiry of this three-month period, the Complaints Officer may decide not to handle the Complaint. In that case, the Complaints Officer will inform the Complainant in writing whether or not the Complaint will be handled.

6. INTERNAL COMPLAINT PROCEDURE

- 6.1. If the Complaints Officer has received a Complaint that is complete within the meaning of Article 5.2, Bissessur will forward the Complaint to the Complaints Officer. The Complaints Officer will send the Complainant confirmation of receipt of the Complaint, as well as his contact details. The Complaints Officer is not the attorney against whom the complaint has been filed and performs his duties independently.
- 6.2. The Complaints Officer will inform the Attorney against whom the complaint has been made about the Complaint that has been submitted and will give the Complainant and the Attorney against whom the Complaint has been made the opportunity to explain the Complaint. The Complaints Officer is authorized to ask both the Complainant and the Attorney against whom the complaint has been made for further clarification.

- 6.3. The Attorney concerned who is the subject of the Complaint will attempt to reach a solution together with the Client (this Attorney and the Client hereinafter referred to as: "**Parties**"). The Complaints Officer will do everything possible to encourage the Parties to reach a reasonable solution. The Complaints Officer may request each of the Parties to make a proposal for resolving the Complaint. The Complaints Officer may summon the Parties to discuss the Complaint together at a place and time to be determined by the Complaints Officer.
- 6.4. The Complaints Officer aims to resolve the Complaint within four weeks of receiving a Complaint that is complete within the meaning of Article 5.2, to the satisfaction of the Client as far as possible. If the Complaints Officer anticipates that the aforementioned target period of four weeks will not be met, the Complaints Officer will notify the Parties of this, stating the reasons. The Complaints Officer shall specify a new – reasonable – period within which the Complaint will be assessed.
- 6.5. The Complaints Officer shall inform the Parties in writing and with reasons of the assessment of the validity of the Complaint. The Complaints Officer may make recommendations in this regard.

7. CONFIDENTIALITY AND FREE COMPLAINT HANDLING

- 7.1. The Complaints Officer and the Attorney about whom the complaint has been made shall observe confidentiality in the handling of the complaint.
- 7.2. The Complainant or the Client will not be required to pay any fees for the handling of the Complaint in accordance with this Office Complaints Procedure. The Parties will bear their own costs.

8. RESPONSIBILITIES

- 8.1. The Complaints Officer is responsible for handling and resolving the Complaint in a timely manner.
- 8.2. The Attorney who is the subject of the complaint shall cooperate as much as possible with the Complaints Officer in connection with the handling of the Complaint. In addition, this Attorney shall keep the Complaints Officer informed of any contact with the Complainant or the Client and of a possible solution. The Attorney shall promote the achievement of a reasonable solution as much as possible.
- 8.3. The Complaints Officer shall keep the Complainant and the Client informed about the handling of the Complaint.
- 8.4. The Complaints Officer keeps a complaint file.

9. COMPLAINT REGISTRATION

- 9.1. The Complaints Officer is responsible for registering all Complaints handled within the Bissessur office. Each Complaint is registered with the subject of the complaint. A Complaint can be classified under several subjects.
- 9.2. In order to improve the service provided to Clients, internal work instructions and procedures, and to prevent Complaints, the Complaints that have been dealt with and the recommendations made in this regard are discussed regularly, and at least once a year, within the Bissessur organization. During these discussions, the names of the Complainant and the Clients are anonymized.

10. ACCESS TO THE COURTS AND FINAL PROVISIONS

- 10.1. If the Complaint has not been resolved to the Client's satisfaction, the Client is entitled to submit their Complaint to the competent court in Rotterdam. The District Court of Rotterdam has exclusive jurisdiction in the first instance for civil proceedings brought by a Client against Bissessur. The legal relationship between Bissessur and its Clients is governed by Dutch law.
- 10.2. Any complaint submitted in accordance with this Office Complaints Procedure shall be handled by the Complaints Officer.

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