INTERNAL COMPLAINTS PROCEDURE

Article 1. Complaint

In this complaints procedure, a complaint is understood to mean: any written expression of dissatisfaction by or on behalf of the client towards one or more of the lawyers of ARQUE Advocaten B.V. (hereinafter referred to as "ARQUE Advocaten") or persons working under its responsibility, concerning 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 Article 46 of the Lawyers Act.

Article 2. Scope of application of the complaints procedure

1. This complaints procedure applies to every contract for services between ARQUE Advocaten and the client, whereby the contract for services has been performed one of the ARQUE Advocaten lawyers.

2. ARQUE Advocaten responds to complaints in accordance with this complaints procedure.

Article 3. Information at the start of the service provision

When entering into the contract for services, ARQUE Advocaten informs the client that the firm has a complaints procedure and that this applies to the service provision.

Article 4. Internal procedure

1. Every complaint received by ARQUE Advocaten regarding one of their employees is forwarded to L. Varela, LL.M., who acts as complaints officer.

2. If a client contacts ARQUE Advocaten with a complaint about services provided, the client will be given the opportunity to explain the complaint verbally

3. The complaints officer will assess the complaint in principle within two weeks of receiving it. If this period is exceeded, the complaints officer will inform the client, stating the reasons. The complaints officer will also indicate a new period within which she will assess the complaint.

4. The complaints officer will notify the client in writing whether she considers the complaint to be justified and may make recommendations and/or propose solutions.

5. If the complaint has been resolved to the client's satisfaction, the client and the complaints officer will sign the letter confirming this.

6. If the complaint has not been resolved to the client's satisfaction, the complaints officer will refer the client to the possibility of contacting the Dean of the Rotterdam Bar Association to lodge the complaint there..

Article 5. Confidentiality and free complaint handling

1. The complaints officer will observe confidentiality when handling complaints.

2. The client will not be charged for the costs of handling the complaint.

Article 6. Responsibilities of the complaints officer

1. The complaints officer is responsible for handling the complaint in a timely manner.

2. The complaints officer will keep the client informed of the progress of the complaint.

3. The complaints officer keeps the complaint file.

Article 7. Complaint registration

1. The complaints officer registers the complaint, including the subject of the complaint.

2. A complaint may be classified under multiple subjects.

Article 8. Purpose of the complaints procedure

The purpose of this complaints procedure is to establish a procedure for dealing with the causes of client complaints in a constructive manner within a reasonable period of time, to determine the causes of client complaints, and to improve the quality of service in general.

More information about this option and about the complaints procedure of the Bar Association and the Bar Association of the District of Rotterdam can be found on the website of the Bar Association of the District of Rotterdam (www.advocatenorde-rotterdam.nl) or can be obtained by contacting ARQUE Advocaten.