

COMPLAINTS PROCEDURE HILL SMITH KING & WOOD ("HSKW")

We aspire to continuously improve the quality of our service. If you are not satisfied for any reason, we would like to hear from you. Your complaint can be sent via e-mail to administration@hskwlaw.com. We will respond in accordance with this procedure and aim to deal with any complaint constructively within a reasonable period of time. HSKW does not participate in the complaints and dispute resolution procedure of the Dutch Bar Association.

1. COMPLAINT

In this complaints procedure "complaint" means: dissatisfaction with an attorney ("advocaat") or tax advisor ("be/astingadviseur"), or another person working at HSKW, which is expressed in writing via administration@hskwlaw.com by or on behalf of a client in relation to the services requested, the quality of service provided, or the amount invoiced, other than a complaint as referred to in 54 of the Attorneys Act ("Advocatenwet"). In relation to such excluded complaints the client may always file a complaint or claim with the Dutch Bar Association.

2. SCOPE

This complaints procedure applies to all agreements for services between the client and HSKW, such services to be provided by one or more attorneys ("advocaten") or tax advisors ("be/astingadviseurs") at HSKW.

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) improve the quality of our services.

4. INFORMATION AT THE START OF OUR SERVICES

- 4.1. This complaints procedure can be found on our website www.hskwlaw.com.
- 4.2. If a complaint has been brought to the attention of HSKW in accordance with this procedure but has not been satisfactorily resolved, this complaint may be submitted to the Court designated in HSKW's general terms and conditions to deal with any disputes between HSKW and its clients. These general terms and conditions are available on http://hskwlaw.com/uploads/dps/61_algemene-voorwaarden-generalconditions-hskw2010.pdf.

5. INTERNAL COMPLAINTS PROCEDURE

- 5.1. Each complaint received will be passed on to an attorney, excluding the attorney or tax advisor to whom the complaint relates, designated by HSKW as the complaints officer for that specific complaint.
- 5.2. The complaints officer will at least inform the attorney or tax advisor to whom the complaint relates - or the attorney or tax advisor responsible for the persons to whom the complaints relates - of the complaint received and will give the client and this attorney or tax advisor an opportunity to present their views.
- 5.3. The relevant attorney or tax advisor will endeavor to find a solution together with the client, with or without the complaints officer's intervention.
- 5.4. The complaints officer will assess the complaint within four (4) weeks after it has been received. If this deadline cannot be adhered to, the complaints officer will inform the client and explain the reasons behind the delay. The complaints officer will specify a new deadline to the client for assessing the complaint.
- 5.5. The complaints officer will inform the client and the relevant attorney or tax advisor by letter of his view with regard to the complaint. The complaints officer may make recommendations in this letter.

6. CONFIDENTIALITY AND NO CHARGES

- 6.1. The complaints officer and the attorney or tax advisor to whom the complaint relates will maintain confidentiality while dealing with the complaint received.
- 6.2. The client will not be charged for making a complaint.

7. DUTIES

- 7.1. The complaints officer is responsible for the complaint being dealt with according to the time limitations set out in this procedure.
- 7.2. The attorney or tax advisor to whom the complaint relates - or the attorney or tax advisor responsible for the persons to whom complaint relates - shall keep the complaints officer informed of his or her contacts with the client and of any possible solution of the complaint.
- 7.3. The complaints officer will keep the client informed of the handling of the complaint.
- 7.4. The complaints officer will keep an up to date record of the complaint.

8. COMPLAINTS RECORD

- 8.1. The complaints officer will keep a registration of the complaint, specifying the subject matter. A complaint can be divided into several subject matters.
- 8.2. To further enhance the overall service provided to our clients and to prevent similar complaints and to improve our internal procedures, the manner in which complaints have been handled and recommendations that have been made by complaints officers, will be regularly discussed by HSI<W.

9. OTHER

HSKW will apply this Complaints Procedure unless this would in its view in the given circumstances not be in reasonable proportion with the objectives of this Complaints Procedure.