

COMPLAINTS PROCEDURE FLEXIEBEL

1. Definitions

1.1. In this Complaints Procedure the following definitions shall apply:

Agreement:	an agreement for the provision of legal services by FlexIEbel to Client.
Attorney:	(<i>advocaat</i>) Mr T.L. (Thomas) Wildenbeest, LL.M., M.Sc.
Client:	the (legal) person with whom FlexIEbel has an Agreement for the provision of legal services.
Complainant:	Client or its representative who files a Complaint.
Complaint:	any written expression of disagreement on or on behalf of the Client towards FlexIEbel regarding the establishment and execution of the agreement, quality of service or amount fees, not being and complaint as referred to in Section 4 of the Law.
Complaints Procedure:	this Complaints Procedure of FlexIEbel.
Complaints Officer:	Mr M.J. (Mark) Turksema, LL.M.
FlexIEbel:	the limited liability company FlexIEbel B.V., established in Arnhem, the Netherlands and registered with the Chamber of Commerce under number 72681373.
Law:	the Law of 23 June 1952 on the establishment of the Dutch Bar Association and the rules on order and discipline of attorneys at law (<i>advocaten</i>).

2. Applicability

2.1. This Complaints Procedure applies to all Agreements.

2.2. Complaints from a debtor about FlexIEbel as a provider or supplier of extrajudicial debt collection services also fall within the scope of this Complaints Procedure, as referred to in article 4, paragraph 2, part b, and article 13, paragraph 5, of the Debt Collection Services (Quality) Act.

2.3. FlexIEbel is responsible for the complaint handling in accordance with this Complaints Procedure.

3. Purpose

3.1. This purpose of this Complaints Procedure is:

3.1.1. the determination of a procedure to deal with Clients' Complaints in a constructive manner within a reasonable time;

- 3.1.2. establishment of a procedure to determine the causes of Complaints by Complainants;
- 3.1.3. to provide for a legal obligation and maintenance and improvement of existing relationship by means of sufficient complaint handling;
- 3.1.4. training the Attorney in responding to Complaints in a client focussed manner;
- 3.1.5. and improvement of the quality of the services by means of complaint handling and complaint analysis.

4. Information at the commencement of the legal services

- 4.1. This Complaints Procedure is made public. FlexIEbel informs the Client (i) of the existence of this Complaints Procedure of FlexIEbel before the conclusion of the Agreement and (ii) the applicability of the Complaints Procedure on this services provided.
- 4.2. FlexIEbel has - by means of the general terms and conditions - included a provision in the Agreement to which independent body the Client can refer its Complaint if it was not resolved between parties.
- 4.3. Complaints which are not resolved can be submitted to the competent court in Arnhem, the Netherlands.

5. Internal Complaints Procedure

- 5.1. In case the Client files a Complaint with FlexIEbel, the Complaint will be forwarded to the Complaints Officer.
- 5.2. The Complaints Officer shall give the Complainant and the Attorney the opportunity to clarify the Complaint.
- 5.3. The Attorney will endeavour to reach a solution together with the Client, with or without the intervention of the Complaints Officer.
- 5.4. The Complaints Officer will deal with the Complaint within four (4) weeks after the receipt of the Complaint, or will notify the Complainant of any delay indicating (i) the grounds for the delay and (ii) the expected response time with regard to its views on the Complaint.
- 5.5. The Complaints Officer will notify the Complainant and the Attorney in writing on his decision on the Complaint, if required accompanied by recommendations.
- 5.6. If the Complaint is resolved in a sufficient way, the Complainant, the Attorney and the Complaints Officer will sign the decision with regard to the validity of the Complaint.

6. Secrecy and Complaint handling free of charge

- 6.1. The Complaints Officer and the Attorney shall exert secrecy in handling the Complaint.
- 6.2. The handling of the Complaint shall be carried out free of charge.

7. Responsibilities

- 7.1. The Complaints Officer is responsible for a timely handling of the Complaint.
- 7.2. The Attornet shall keep the Complaints Officer informed of any contact with the Complainant and of any possible solution.
- 7.3. The Complaints Officer will keep the Complainant informed about the assessment of the Complaint.
- 7.4. The Complaints Officer will keep a file on the Complaint.

8. Complaint registration

- 8.1. The Complaints Officer will document the Complaint stating the subject of the Complaint.
- 8.2. Complaint can be categorized in more than one subject
