

LEXENCE FIRM COMPLAINTS PROCEDURE

Artikel 1 Definitions

The terms below are defined as follows in this firm complaints procedure:

- complaint: any written expression of dissatisfaction from or on behalf of a client against the lawyer or persons working under his/her responsibility concerning the establishment or performance of a contract for services, the quality of the service provision or the height of the bill, not being a complaint as referred to in section 4 of the Counsel Act;
- complainant: the client or his/her representative who reports a complaint;
- complaints officer: the person charged with handling the complaint;
- board secretary: secretary of managing partner Lexence;
- equity partners: shareholders of Lexence;
- responsible equity partner: the equity partner to whom the person who is the subject of the complaint reports;
- management board: the management board of Lexence;
- Lexence: Lexence N.V., a public company founded under Dutch law and registered in the Trade Register of the Chamber of Commerce of Amsterdam under number 34191068.

Artikel 2 Scope of application

- 2.1 This firm complaints procedure applies to every contract for services between Lexence and the client.
- 2.2 Every lawyer of Lexence is responsible for handling complaints in accordance with the firm complaints procedure.

Artikel 3 Objectives

The objective of this firm complaints procedure is:

- to set down a procedure for handling complaints from clients constructively and within a reasonable period of time;
- to set down a procedure for determining the causes behind clients' complaints;
- to retain and improve existing relationships by means of good complaints handling;
- to train employees in responding to complaints in a client-focused way;
- to improve the quality of the service provision by using complaints handling and complaints analysis.

Artikel 4 Information at the start of service provision

- 4.1 This firm complaints procedure has been published. Before entering into the contract for services, the lawyer points out to the client that the firm has a firm complaints procedure and that it applies to the service provision.
- 4.2 Complaints as referred to in clause 1 of this firm complaints procedure which are not resolved after handling are exclusively submitted to the competent court.

Artikel 5 Internal complaints procedure

- 5.1 If a client contacts the firm with a complaint, the complaint is forwarded to the responsible member of the management board, who then takes action as complaints officer.
- 5.2 The complaints officer notifies the person who is the subject of the complaint about the submission of the complaint and gives the complainant and the person who is the subject of the complaint the opportunity to shed light on the complaint.
- 5.3 The person who is the subject of the complaint will endeavor to resolve the complaint together with the client, possibly with the mediation of the complaints officer.
- 5.4 The complaints officer completes the handling of the complaint within four weeks after receipt of the complaint or notifies the complainant, with justification, why this time period cannot be met, stating the time period in which a decision can indeed be given on the complaint.
- 5.5 The complaints officer notifies the complainant and the person who is the subject of the complaint in writing about the decision on whether the complaint is justified, possibly accompanied by recommendations.
- 5.6 If the complaint has been handled to everyone's satisfaction, the complainant, the complaints officer and the person who is the subject of the complaint sign the decision on whether the complaint is justified.

Artikel 6 Confidentiality and no-cost complaints handling

- 6.1 The complaints officer and the person who is the subject of the complaint will treat the complaint handling as confidential.
- 6.2 The complainant does not owe any fee for the costs of handling the complaint.

Artikel 7 Responsibilities

- 7.1 The complaints officer is responsible for handling the complaint in a timely manner.
- 7.2 The person who is the subject of the complaint will keep the complaints officer informed about any contact and a possible solution.
- 7.3 The complaints officer will keep the complainant abreast of the handling of the complaint.
- 7.4 The complaints officer will keep the complaint file updated.

Artikel 8 Complaint registration

- 8.1 The complaints officer will register the complaint, stating the topic of the complaint, and file the complaint with the board secretary.
- 8.2 The management board will categorize the complaint in consultation with the complaints officer. The complaint will be assigned to one of the categories below, depending on its nature:
 1. complaints about the working method of / treatment by the person complained about;
 2. complaints about substantive legal aspects of the service provision;
 3. complaints about financial aspects of the service provision;
 4. complaints about how the practice is conducted in general.A complaint may be assigned to multiple topics.

- 8.3 The management board will periodically report to the equity partners on the handling of the complaints and make recommendations to prevent new complaints, as well as to improve procedures.
- 8.4 At least once per year, the reports and recommendations are discussed with the equity partners and submitted for decision making.