



**COMPLAINT HANDLING
PROCEDURE**

THE NETHERLANDS

Dear client,

We are an experienced provider of corporate solutions to a wide range of clients. Although we aim to provide a high standard of service, it can happen that errors are made, which may give rise to complaints.

Should you be in this situation, your complaint should be addressed to the Company's Responsible for the complaints handling.

The contact details are as follows: The contact details are as follows:

Apex Corporate Services B.V.

Attn: Board

PO Box 12222

1100 AE Amsterdam

E-mail: info@linkgroupnetherlands.nl

A written acknowledgement of receipt will be provided to you within a period which shall not exceed 5 business days after receipt of the complaint, unless the answer itself is provided to you within this period. This written acknowledgement will inform you of the name and contact details of the person in charge of your file.

The person in charge of the file shall:

- Keep you informed of the follow-up of the complaint
- Provide an answer without undue delay and in any case, within a period which cannot exceed four weeks of the date of receipt of the complaint and the date at which the answer was sent to you. Where an answer cannot be provided within this period, the person in charge of the file will inform you of the causes of the delay and indicate the date at which its examination is likely to be concluded.

Where the handling of the complaint did not arrive at a satisfactory resolution for you, the person in charge of the file shall provide you with a full explanation of Apex Group's position as regards to the complaint.

We remain at your disposal for any further question.