

Office complaints procedure Notary – Baker & McKenzie Amsterdam N.V.

(Pursuant to the Complaints and Disputes Settlement Regulation (*Verordening Klachten- en geschillenregeling*) of the Royal Dutch Association of Civil-law Notaries (*Koninklijke Notariële Beroepsorganisatie*, KNB)).

Article 1 - Definitions of terms

In this office complaints procedure, the following terms shall be understood:

1. Complaint: any written expression of dissatisfaction by or on behalf of the client towards the notary or the person(s) working under the responsibility of the notary with respect to the conclusion and performance of a service contract (*overeenkomst van opdracht*), the quality of the services or the amount of the fee settlement;
2. Complainant: the client or the client's representative who files a complaint;
3. Notary: any notary (*notaris, toegevoegd notaris* or *kandidaat-notaris*) affiliated with Baker McKenzie Amsterdam; and

Article 2 - Scope

1. This office complaints procedure applies to all service agreements (regarding notarial services) between Baker McKenzie and the client.
2. Baker McKenzie notaries must ensure that complaints are handled in accordance with the office complaints procedure.

Article 3 - Purposes

This office complaints procedure serves the following purposes:

1. to establish a procedure for the constructive resolution of client complaints within a reasonable time;
2. to establish a procedure for determining the causes of client complaints;
3. to maintain and improve existing relationships by addressing complaints appropriately;
4. training staff to respond to complaints in a client-centered manner; and
5. improving the quality of services through complaint handling and analysis.

Article 4 - Information at the commencement of services

1. This office complaints procedure is publicly available on the Baker McKenzie website.
2. Prior to entering the services agreement, the notary shall inform the client that the Firm has an office complaints procedure that applies to the notarial services.
3. Complaints referred to in Article 1 of this office complaints procedure which could not be settled after being processed, can be brought before the Dutch Foundation for Consumer Complaints Boards (*Geschillencommissie Notariaat*).

Article 5 - Submitting a complaint

1. The complainant can file a complaint within three months after the complainant became aware or reasonably could have become aware of the acts or omission of the notary (*notaris, toegevoegd notaris* or *kandidaat-notaris*).
2. When filing a complaint, the complainant is expected to provide the following information:
 - (a) the name of the client;
 - (b) the name of the notary to whom the complaint relates;
 - (c) a description of the acts or omission of the notary which have led to the filing of the complaint; and
 - (d) the date on which the complaint is filed by the complainant.
3. The complainant can file a complaint by:
 - (a) sending an email to Amsterdam.InfoMailbox@bakermckenzie.com to the relevant notary; or
 - (b) sending a letter to the relevant notary to P.O. Box 2720, 1000 CS Amsterdam, The Netherlands.

Article 6 - Internal administrative requirements

1. The relevant notary will attempt to work with the client to find a solution.
2. The relevant notary must settle the complaint within four weeks of receipt of the complaint, or notify the client of any deviation from this time limit, stating the reasons and the period within which the complaint will be settled.
3. The relevant notary must inform the complainant in writing of his or her judgement on the merits of the complaint, supplemented with recommendations, if any.
4. When the complaint has been settled to the satisfaction of all parties, the complainant and the relevant notary will sign the judgement on the validity of the complaint.

Article 7 - Confidentiality and free handling of complaints

1. The relevant notary shall retain confidentiality in handling of the complaint.
2. The complainant shall not be charged a fee for processing the complaint.

Article 8 - Responsibilities

1. The relevant notary is responsible for the timely resolution of the complaint.
2. The relevant notary must keep the complainant informed of the resolution of the complaint.
3. The relevant notary must keep the complaint file up to date.

Article 9 - Recording complaints

1. The relevant notary shall record the complaint and the subject matter of the complaint.
2. A complaint may be filed on more than one subject.
3. The reports and recommendations will be discussed at least once a year within the practice group with the compliance director and submitted for resolution.