Bouwinvest | Real Estate Investors

Complaint Handling Policy

Bouwinvest Real Estate Investors B.V.

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At a glance

> **A complaint is:** any expression of dissatisfaction by a client. In case of doubt, consult the Compliance department.

TIMEFRAME	WHAT HAPPENS
On receipt	Record in the CRM system / complaint register; acknowledge receipt.
2–4 working days	Respond to the client, or state the timeframe for an appropriate answer.
4 weeks	Target for resolution. If not resolved, e-mail the client the cause of the delay and the expected date of a final response.
Not satisfied	Escalate to the Executive Board.
5 years	Retention of records, from the date the complaint is resolved.

1 · Introduction

At Bouwinvest Real Estate Investors B.V. ("Bouwinvest") we see every complaint or statement of dissatisfaction as an opportunity to improve our services. When a client expresses his or her displeasure, it provides valuable insight into the client's experience. By handling each complaint with the utmost care, we aim to solve the client's problem.

This Complaint Handling Policy describes how Bouwinvest handles complaints received from its clients.

Ownership. The Client Services department owns this policy. It reviews the policy periodically and updates it when needed, in consultation with the Compliance department.

2 · What is a complaint?

Bouwinvest defines a complaint as: "Any expression of dissatisfaction by a client". When there is any doubt whether an expression concerns a complaint, the Compliance department is consulted.

Clients may submit a complaint verbally or in writing via multiple channels, such as e-mail (clientmanagement@bouwinvest.nl or one of their contact persons) or telephone.

3 · Handling the complaint

All complaints relating to the provision of Bouwinvest's services are recorded by the responsible employee in the customer relationship management system / complaint register.

Upon receiving a complaint, verbally or in writing, Bouwinvest acknowledges receipt and provides a response to the client within two to four working days. If an answer cannot be given immediately, Bouwinvest will indicate a timeframe within which it will provide an appropriate answer. Bouwinvest explains its position on the complaint and sets out the (potential) client's options where relevant — including that the client may be able to take civil action or submit the complaint to the regulator, the Autoriteit Financiële Markten (AFM).

The Client Services department is responsible for complaint handling and can ask the Compliance department for advice whenever necessary.

> **Four-week target:** Bouwinvest will do everything in its power to resolve the complaint within four weeks. If it is not resolved within this period, Bouwinvest notifies the client by e-mail of the cause of the delay and when a final response can be expected.

4 · Escalation procedure

If the client is not satisfied with the response from the Client Services department, the complaint is escalated to the Executive Board ("EB"). The EB will handle the complaint and attempt to resolve it appropriately.

5 · Recording the complaint

Bouwinvest keeps full records of each complaint received, including information about the measures taken to resolve it. All complaints are recorded in the customer relationship management system / complaint register by the employee who received the complaint. The Compliance department also has access to this register in order to monitor the complaint handling procedure.

Retention. Records are kept for five years from the date the complaint has been resolved.

6 · Monitoring

Within the Compliance function, Bouwinvest maintains a complaints management function. This function analyses complaints and complaint-handling data to identify and address any risks or issues in the complaint handling procedure, and reports this analysis to the Risk & Compliance Committee every year.