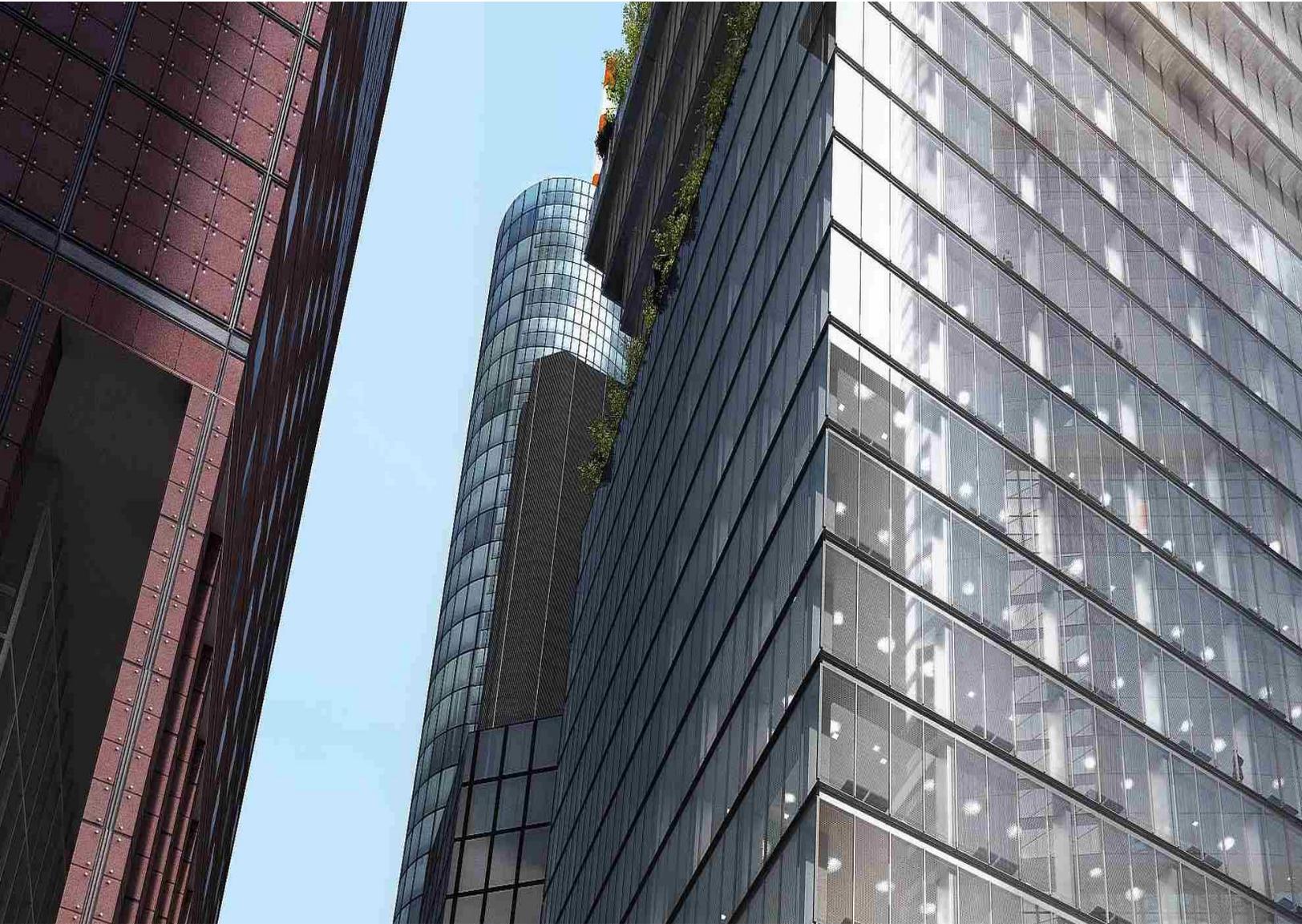


Complaint Handling Procedure

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1. Complaint Handling Procedure

1.1 Introduction

At 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 will provide an interesting insight into the customer experience. By handling the complaint with the utmost care, we have set ourselves the goal to solve the problem of the client.

This Complaint Handling Procedure will provide an insight about how Bouwinvest will handle the complaints received from its clients.

1.2 What is a complaint?

Bouwinvest defines a complaint as: *“Any expression of dissatisfaction by a client”*. When there is any doubt if the expression concerns a complaint the Compliance department is consulted.

Clients could submit their complaint verbally or in writing via multiple channels, like e-mail (clientmanagement@bouwinvest.nl), telephone or letter, etc.

1.3 Handling the complaint

All complaints relating to the provision of the service of Bouwinvest are recorded by the Client Management department in the client file and in the complaint register.

Upon receiving complaints, verbally or in writing, Bouwinvest acknowledges receipt of the complaint, 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 we will provide an appropriate answer. Bouwinvest explains its position on the complaint and set out the client's or potential client's options, where relevant, that the client may be able to take civil action or submit its complaint to the regulator (AFM).

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

Bouwinvest will do everything in its power to resolve the complaint within four weeks. If not resolved within this time period, Bouwinvest sends a notification (by e-mail) to the client in which we inform the client about the cause of the delay and when we expect to give a final response.

1.4 Escalation procedure

If the customer is not satisfied with the response from the Client Management department, the complaint will be escalated to the Management Board. The Management Board will handle the complaint and attempt to resolve it appropriately.

1.5 Recording the complaint

Bouwinvest will keep full records of each complaint received including information about measures undertaken to resolve the complaint. All complaints are recorded in a complaint register by the Client Management department. The Compliance department has also access to this register in order to monitor the Complaint Handling Procedure.

The record keeping period is five years from the date when the complaint has been resolved.

1.6 Monitoring

Bouwinvest maintains, within the Compliance function, a complaints management function. This complaints management function analyses complaints and complaints-handling data to ensure that they identify and address any risks or issues regarding to the complaint handling procedure and reports this analysis to the Management Board every six months.