

*You indicated that you are not satisfied with (part of) our services. Therefore we will record your complaint in our complaint register. In this register we will record the following:*

- > Details of your complaint*
- > Date on which the complaint was filed*
- > Name of the person complaining*

*We commit ourselves to process your complaint as quickly and carefully as possible.*

*We will start to judge your complaint at the latest within 3 working days upon its receipt.*

*The name of the person handling your complaint (hereinafter called “complaint manager”) will be recorded in the complaint register. The complaint manager will acknowledge receipt of your complaint in writing and will handle the complaint immediately.*

*It is our objective that the complaint is being finalised within ten working days at the latest, clearly substantiated and in writing.*

*Should this timeframe be unfeasible, we will inform you as soon as possible in writing, indicating the reasons and possible date of finalisation of your complaint.*

*The handling of your complaint will be in accordance with our standard procedure.*

*The complaint manager:*

- a) Studies your file;*
- b) Collects further information, if applicable;*
- c) Assesses your file;*
- d) Discusses your file with third parties, if necessary*
- e) Formulates the final decision;*
- f) Informs you in writing about this decision, clearly substantiated;*
- g) Files a copy of the letter in the complaint register.*

*The complaint manager will contact you at the latest within 3 working days of the date of the letter. He will provide further clarification on the letter and the decision and will answer any questions you may have. The complaint manager will make a written report of that telephone conversation and files it in the complaint register. If you agree with our decision, the*

*complaint manager settles the complaint. If you disagree with our decision, this will be recorded in the respective file and the complaint register.*

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