Complaints Procedure of VDB Notarissen B.V.
(Version dated April 2025)

We constantly strive to improve the quality of our services. However, in the unlikely event that you are not satisfied with our services, please let us know. You may bring any complaints to our attention in the manner set forth in this complaints procedure. We strive to handle your complaint in a constructive manner and within a reasonable time limit, in accordance with this complaints procedure.

Article 1. Definitions

1.1. In this complaints procedure the following definitions apply:

- **Board**:
  The Board of Directors under the articles of association of VDB Notarissen.
- **Client**:
  Any natural person or legal entity who makes use - or has made use - of the services of VDB Notarissen.
- **Complaint**:
  Any written expression of dissatisfaction by or on behalf of a Client vis-à-vis the Civil-law Notary or the persons working under his/her responsibility regarding the conclusion and execution of a professional services agreement, the quality of the services provided, or the invoice amount.
- **Civil-law Notary**:
  The civil-law notary, assigned civil-law notary, or junior civil-law notary associated with VDB Notarissen.
- **Complainant**:
  The Client or its representative expressing a Complaint.
- **Complaints Officer**:
  The compliance officer entrusted with the handling of the Complaint.
- **VDB Notarissen**:
  VDB Notarissen B.V., having its registered office in Waalre, registered at the Register of Companies under number 17198912, with the following branches and contact details:
  - Waalre office
    Visiting address: Eindhovenseweg 126, 5582 HW Waalre
    Postal address: PO Box 193, 5580 AD Waalre
  - Rosmalen office
    Visiting address: Burgemeester Burgerslaan 42, 5245 NH Rosmalen
    Postal address: PO Box 168, 5240 AD Rosmalen
  - Maastricht office
    Visiting address: Renier Nafzgerstraat 104 (Gebouw IL Fiore), 6621 KL Maastricht
    Postal address: PO Box 4392, 6202 VB Maastricht

  Telephone number (general): +31 (0)85 008 39 00
  E-mail address (general): notariaat@vdbn.nl.

1.2. Definitions may be used in singular or plural without losing their intrinsic meaning.

Article 2. Scope of application

2.1. This complaints procedure is applicable to all professional services agreements between VDB Notarissen and a Client involving work carried out by a Civil-law Notary.

2.2. The Complaints Officer shall take care of the complaint resolution in accordance with the present complaints procedure.

Article 3. Purposes

The purpose of this complaints procedure is:

1. to lay down a procedure for the handling of Client Complaints in a constructive manner and within a reasonable term;

2. to lay down a procedure for establishing the causes of Client Complaints;

3. to keep intact and improve current relationships through proper complaints handling;

4. to train the staff of VDB Notarissen to respond to Complaints in a customer-oriented manner;

5. to improve the quality of the services with the help of complaints handling and complaints analysis.

Article 4. Information in case of a request for services

4.1. This complaints procedure has been published in the website of VDB Notarissen https://vdbn.nl/.

4.2. When entering into the professional services agreement, the Client shall be informed, via our general terms and conditions (https://vdbn.nl/algemenevoorwaarden/) or otherwise, that VDB Notarissen applies a complaints procedure which is applicable to the services provided.

Article 5. Handling of Complaints

5.1. A Complaint must be submitted in writing or electronically (via e-mail) for the attention of the Board, or via the complaints form that may be accessed via the website of VDB Notarissen, and must be submitted within three months after the date on which the Client has become aware - or reasonably could have become aware - of the acts or omissions of the Civil-law Notary giving rise to the Complaint.

5.2. The Complaint shall at least contain:

- **a.** the contact details of (the contact person of) the Complainant (meaning: full name, (e-mail) address and telephone number);
- **b.** the submission date of the Complaint with signature;
- **c.** a clear description of the acts or omissions of the Civil-law Notary concerned;
- **d.** the relationship of the Complainant vis-à-vis VDB Notarissen.

5.3. VDB Notarissen may choose not to handle a written Complaint if the Complaint does not meet the requirements set forth in article 5.1 and 5.2, in which case VDB Notarissen shall notify the Complainant in writing. If the Complaint does not meet the requirements set forth in article 5.2, the Complainant shall be given the opportunity to add any missing details to the

Complaint within two weeks after the notification by VDB Notarissen, for lack of which VDB Notarissen shall be unable to process the Complaint.

5.4. VDB Notarissen shall confirm receipt of the Complaint in writing within eight business days after receipt of the Complaint.

5.5. If a Complainant approaches VDB Notarissen with a Complaint, the Complaint shall be forwarded to the Complaints Officer.

5.6. The Complaints Officer shall notify the person who is the subject of the Complaint and the Board that the Complaint has been submitted and shall give the Complainant and the person who is the subject of the Complaint the opportunity to provide explanatory notes to the Complaint.

5.7. The person who is the subject of the Complaint shall make an effort to reach a solution, together with the Complainant. The Complaints Officer shall be involved in this process and has a coordinating role.

5.8. The Complaints Officer shall handle the Complaint within four weeks after receipt of the Complaint or shall notify the Complainant in case of a deviation from this time limit specifying the deadline by which a decision shall be issued on the Complaint.

5.9. The Complaints Officer shall notify the Complainant and the person who is the subject of the Complaint in writing on the assessment regarding the validity of the Complaint, whether or not accompanied by recommendations.

5.10. If the Complainant cannot agree to the proposed solution, the Complainant may bring the matter before the Ombudsman of the Royal Dutch Association of Civil-Law Notaries ("Geschillencommissie Notariaat") in accordance with the Complaints and Disputes Procedure Regulation, which procedure may be accessed via: https://www.wet-en-regelgeving-notariaat.nl/verordening-klachten-en-geschillenregeling (in Dutch). Information on the procedure by virtue of the aforementioned Complaints and Disputes Procedure Regulation may be found in https://www.degeschillencommissie.nl/ (in Dutch).

Article 6. Non-disclosure and free complaints handling

6.1. The Complaints Officer and the person who is the subject of the Complaint shall observe confidentiality regarding the complaints handling.

6.2. The Complainant shall not owe any payment for the handling costs of the Complaint. Each party shall bear its own costs.

Article 7. Responsibilities

7.1. The Complaints Officer is responsible for the handling and registration of Complaints regarding a Civil-law Notary.

7.2. The Board shall appoint the Complaints Officer for the co-ordination of the complaints handling, the registration of all Complaints received, the assessment of the procedural elements and merits, and the generation of management information.

7.3. Any solutions shall be coordinated with the Civil-law Notary and the Board.

7.4. The Complaints Officer shall keep the Complainant updated on the handling of the Complaint and shall monitor the applicable time limits.

Article 8. Complaint registration

8.1. The Complaints Officer shall register the Complaint, specifying the Complaint Topic.

8.2. Within VDB Notarissen, the Complaints Officer shall update the Board periodically on the handling of the Complaints and shall make recommendations in order to prevent any new Complaints as well as in order to improve procedures.