

## General Conditions SPIEGELER Attorneys at Law

1. All instructions are accepted and carried out by the law firm SPIEGELER Attorneys at Law, pursuant to a contract for professional services ('overeenkomst van opdracht'). This also applies in the event a client requests, explicitly or implicitly, that an instruction is carried out by a specific person at SPIEGELER Attorneys at Law.
2. The provisions of articles 7:404 and 7:407 paragraph 2 of the Netherlands Civil Code, which imposes joint and several liability where an instruction is given to two or more persons, shall not be applicable.
3. SPIEGELER Attorneys at Law shall carry out any instruction with due care, to the best of its knowledge, skills and abilities.
4. In acting upon an instruction, SPIEGELER Attorneys at Law is authorised to call upon the assistance and engage the services of third parties such as attorneys, bailiffs, foreign lawyers and other Dutch or foreign service providers and advisors.
5. If, in the context of carrying out an instruction, an event leads to the liability of SPIEGELER Attorneys at Law, then such liability shall be limited to the amount(s) as covered by a professional liability insurance as may be taken out by SPIEGELER Attorneys at Law, including the deductible, which SPIEGELER Attorneys at Law may carry in connection with the insurance. If, within one year upon awareness of the event having lead to liability, the client has not started a claim against SPIEGELER Attorneys at Law, SPIEGELER Attorneys at Law cannot be held liable any longer.
6. If, for whatever reason, no amount shall be paid by a professional liability insurance as described under section 5 above, the liability of SPIEGELER Attorneys at Law shall be limited to an amount equal to three times the invoiced amount for the specific matter having lead to liability, up to a maximum of EUR 10,000 (ten thousand Euros).
7. If, in the context of carrying out an instruction, third parties have been involved, SPIEGELER Attorneys at Law shall not be held liable for duties performed or not performed by said third parties.
8. SPIEGELER Attorneys at Law cannot guarantee the means of communication between SPIEGELER Attorneys at Law and the client or third parties. Therefore, the means of

SPIEGELER ADVOCATEN B.V.

Oranjestraat 8, 2514 JB Den Haag  
T +31 (0) 70 2170200  
F +31 (0) 70 2170201

BTW-nr: NL 853018716B01  
KvK: 's-Gravenhage 58391150  
Stg. Beh. Derdengelden: NL70RABO0155270478

[HTTPS://SPIEGELER.COM](https://spiegeler.com)

communication between SPIEGELER Attorneys at Law and the client or third parties, including electronic correspondence (e-mails), shall be for the risk and account of the client.

9. In respect of any instruction given by the client to SPIEGELER Attorneys at Law, the general conditions of the client shall not be applicable.
10. The complaints procedure as defined in Annex A is applicable to each contract for professional services between SPIEGELER Attorneys at Law and the client
11. The relationship between SPIEGELER Attorneys at Law and a client shall be governed by Dutch law. Disputes which can not be resolved after completion of the complaints procedure as defined in Annex A shall be exclusively submitted to the competent court in The Hague, The Netherlands.
12. SPIEGELER ADVOCATEN B.V. is a law firm organised as a limited liability company according to Dutch law ('besloten vennootschap').

## Annex A

### Complaints Procedure Spiegelер Attorneys at Law

#### Article 1 definitions

In this complaints procedure:

- *complaint*: means any written dissatisfaction with an attorney or a person working under an attorney's responsibility, expressed in writing by or on behalf of a client, concerning the conclusion or execution of a contract for professional services, the quality of services, or the amount invoiced, other than a complaint as referred to in article 4 of the Dutch Attorneys Act ('Advocatenwet');
- *complainant*: means the client or his representative that expresses a complaint;
- *complaints officer*: the attorney in charge of the handling of the complaint.

#### Article 2 scope

1. This complaints procedure is applicable to all contracts for professional services between SPIEGELER Attorneys at Law and the client.
2. Every attorney at SPIEGELER Attorneys at Law ensures that complaints are handled in accordance with the complaints procedure.

#### Article 3 purpose

The purpose of this complaints procedure is to:

- a. establish a procedure for constructively dealing with complaints expressed by clients within a reasonable period of time;
- b. establish a procedure for determining the causes of complaints expressed by clients;
- c. maintain and improve existing relationships by means of satisfactory complaint handling;
- d. train employees to respond to complaints in a client-oriented manner;
- e. improve the quality of services by means of complaint-handling and complaint analysis.

#### Article 4 information at the start of services

1. This complaints procedure has been published on the website of SPIEGELER Attorneys at Law. Before providing services to a client, the attorney informs the client that SPIEGELER Attorneys at Law has a complaints procedure which is applicable to the services provided.
2. The general conditions of SPIEGELER Attorneys at Law – which have been provided at the start of the services or business relation between SPIEGELER Attorneys at Law and the client - determine to which independent party or body the complaint shall be brought to obtain a binding decision in the event that a complaint cannot be resolved amicably.

3. Complaints as defined in article 1 of this complaints procedure that have been dealt with but not resolved shall be submitted to the District Court of The Hague, The Netherlands.

#### **Article 5 internal complaints procedure**

1. In the event that a client approaches the firm with a complaint, the complaint will be passed on to mr. M. Heffels, who acts as complaints officer. If the complaint refers to the actions of mr. M. Heffels himself, mr. drs. A.J. Spiegelers will act as alternate complaints officer.
2. The complaints officer informs the attorney concerned and provides the client and the attorney with the opportunity to elaborate on the complaint.
3. The attorney concerned does, together with the client, try to find a solution, before or after the complaints officer's intervention.
4. The complaints officer assesses the complaint within four weeks after he has received the complaint. In case this deadline is not met, the complaints officer will inform the client and explain the reasons for this; he will further set a new deadline for assessing the complaint.
5. The complaints officer informs the client and the attorney in writing about his assessment of whether or not the complaint was justified, and, if appropriate, provides recommendations.
6. If the complaint has been resolved, the client, the complaints officer and the attorney concerned sign the written assessment.

#### **Article 6 confidentiality and no handling fee**

1. The complaints officer and the attorney to whom the complaint relates maintain confidentiality when dealing with the complaint.
2. The client does not owe any fee for the handling of the complaint.

#### **Article 7 duties**

1. The complaints officer is responsible for the timely resolution of the complaint.
2. The attorney to whom the complaint relates, keeps the complaints officer informed of his/her contacts with the client and of any possible solution of the complaint.
3. The complaints officer keeps the complainant informed about the handling of the complaint.
4. The complaints officer maintains the complaint file.

#### **Article 8 complaint registration**

1. The complaints officer registers the complaint along with a specification of the subject matter.
2. A complaint can be divided into several subject matters.
3. The complaints officer periodically reports on the handling of the complaints and provides recommendations for preventing new complaints and improving procedures.

4. At least once a year, the complaints officer's reports and recommendations are discussed within the firm and submitted for decision-making.