
COMPLAINTS PROCEDURE

Our commitment

We at InsingerGilissen are committed to providing you with the best possible service. However, should we not live up to your expectations, you can file a complaint.

How to File a Complaint

To handle your complaint properly, we ask you to submit your complaint by letter or e-mail. Please include the following information:

- Your name, address, telephone number and account number
- A detailed description of your complaint
- Your request or suggestion
- Copies of relevant documents/attachments to handle your complaint, we ask you to submit your complaint by letter or e-mail.

Please address your complaint to:

InsingerGilissen

Attn.: BRM
Herengracht 537
1017 BV Amsterdam
The Netherlands

By email:

brm.nl@InsingerGilissen.nl

Procedure

We will make every effort to resolve the matter as soon as possible.

1. After receiving your complaint, we will send you a letter of receipt within 5 business days. We will send you a response as soon as possible, but at any rate within one month* after receiving your complaint.
2. In our response we will state whether we agree with you (in part) and suggest which steps to take. If we cannot resolve the matter within one month, we will notify you, stating the reasons and when to expect a response.
3. Occasionally we will not handle complaints on their merits, for instance if more than a year has expired between the point when you learned or could have learned about the matter and the date when you filed your complaint. In that case we will also notify you.

* Payment services: a response within 15 business days after receipt of the complaint; in exceptional situations, due to reasons beyond the control of the payment service provider, this period may be extended to a maximum of 35 business days.

Follow-Up

If you are dissatisfied with how we handled the matter, you may contact KiFID within 3 months after our response.

The Financial Services Complaints Board or KiFID is an independent institute that reviews complaints. Alternatively, you can start proceedings against us with the Amsterdam Court. In that case you do not have to file a complaint with KiFID first.

Address Kifid:

Klachteninstituut Financiële Dienstverlening (KiFID)
PO Box 93257
2509 AG THE HAGUE

For more information about KiFID and the procedure to be followed, please go to www.kifid.nl.