

Complaints Procedure Tjiam Litigation B.V.

Article 1: Definitions

In these internal complaints rules, the following terms shall have the following meanings:

- *Tjiam Litigation*: Tjiam Litigation B.V., established in Amsterdam
- *complaint*: any written expression of dissatisfaction by a client of Tjiam Litigation, made known by submitting a complaint to Tjiam Litigation regarding the formation and performance of an engagement agreement, the quality of the services or the amount of an invoice.
- *complainant*: the client of Tjiam Litigation, if applicable through a representative, who submits a complaint.
- *complaints officer*: mr. O.V. Lamme, attorney-at-law in Amsterdam.

Article 2: Scope

These internal complaints rules apply to every engagement agreement between Tjiam Litigation and a client.

Article 3: objectives

The objectives of these internal complaints rules are:

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

Article 4: information at the commencement of services

1. These internal complaints rules have been made public. Before entering into the engagement agreement, the attorney informs the client that the firm has internal complaints rules and that these apply to the services.
2. In its General Terms and Conditions, Tjiam Litigation has specified the independent party or body to which a complaint that has not been resolved after being handled may be submitted in order to obtain a binding decision, and has communicated this in the engagement confirmation.

3. Complaints as referred to in Article 1 of these internal complaints rules that have not been resolved after being handled shall be submitted to the Amsterdam District Court.

Article 5: internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be referred to mr. O.V. Lamme, who will act as the complaints officer.

2. The complaints officer informs the person against whom the complaint has been made that the complaint has been submitted and gives both the complainant and the person against whom the complaint has been made the opportunity to provide an explanation regarding the complaint.

3. The person against whom the complaint has been made will endeavour to reach a solution together with the client, with or without the intervention of the complaints officer.

4. The complaints officer handles the complaint within four weeks of receipt, or informs the complainant, stating reasons, that this period will be exceeded and specifies the period within which an assessment of the complaint will be given.

5. The complaints officer informs the complainant and the person against whom the complaint has been made in writing of the assessment as to whether the complaint is well-founded, with recommendations where appropriate.

6. If the complaint has been handled to the satisfaction of the parties, the complainant, the complaints officer and the person against whom the complaint has been made sign the assessment as to whether the complaint is well-founded.

Article 6: confidentiality and complaint handling free of charge

1. The complaints officer and the person against whom the complaint has been made shall observe confidentiality when handling the complaint.

2. The complainant is not required to pay any fee for the handling of the complaint.

Article 7: responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.

2. The person against whom the complaint has been made keeps the complaints officer informed of any contact and any possible solution.

3. The complaints officer keeps the complainant informed of the handling of the complaint.

4. The complaints officer maintains the complaint file.

Article 8: complaint registration

TJIAM LITIGATION

1. The complaints officer registers the complaint together with the subject matter of the complaint.
2. A complaint may be classified under more than one subject.
3. The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent new complaints and to improve procedures.
4. At least once a year, the reports and recommendations are discussed within the firm and submitted for decision-making.

Tjiam Litigation, 1 May 2026