



Complaint handling procedure

Lombard Odier Darier Hentsch & Cie (Nederland) N.V.

Introduction

Lombard Odier Darier Hentsch & Cie (Nederland) N.V. (hereafter referred to as “LODH NL”) aims to provide an effective and reliable service for its clients. However, there may be occasions when you are not completely satisfied with the standard of service you receive. In such cases, you have the opportunity to lodge a complaint, which we will carefully assess and which will help us to further improve our service. This complaint handling procedure explains how to submit a complaint.

Where do I submit the complaint?

If you have a complaint, it is best if you contact your Relationship Manager in the first instance. If, in your opinion, your Relationship Manager does not handle your complaint satisfactorily, you are free to approach the Management Board of LODH NL. In this event, you can send your written complaint to:

Lombard Odier Darier Hentsch & Cie (Nederland) N.V.
For the attention of the General Manager
P.O. Box 58007
1040 HA Amsterdam

You can also submit your complaint by sending an email to amsterdam@lombardodier.com. A complaint should be submitted within one year of the circumstances leading to the complaint, or within one year of when you could reasonably have become aware of such circumstances.

Handling of complaints

We aim to deal with your complaint swiftly and carefully and in so doing abide by the following principles:

- we will give written confirmation of receipt of your written complaint within 5 working days and notify you which officer is responsible for handling your complaint;
- at your request, we will keep you informed of how the handling of your complaint is progressing;
- we will do our utmost to respond to your complaint in writing no later than the 10th working day following receipt. If you have any further questions or if anything is unclear to you, we will endeavor to resolve these as soon as possible.

Klachteninstituut Financiële Dienstverlening

LODH NL is a member of the Klachteninstituut Financiële Dienstverlening (Netherlands Financial Services Complaints Tribunal, hereafter “KiFID”) under registration number 100.000070. The KiFID was set up by the Dutch government to deal with complaints relating to financial service providers.

In the unlikely event that you are dissatisfied with the outcome of LODH NL’s complaint handling procedure, you may consult the KiFID. The KiFID procedure provides in the first instance for mediation by the Financial Services Ombudsman, and in the second instance – when such mediation has failed to deliver a satisfactory result – for assessment by the Disputes Committee. The contact details for KiFID are:

KiFID
P.O. Box 93257
2509 AG s’Gravenhage
www.kifid.nl