



Complaints policy

Versie 2.0

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1. Complaints Procedure

An Employer or Participant or related organisation may send either a letter or an e-mail to i-PensionSolutions to register a Complaint. The Complaint should initially be addressed to the helpdesk (email: support@i-pensionsolutions.eu or directly to i-PensionSolutions: info@i-pensionsolutions.com)

If the helpdesk is of the opinion that it can respond to the Complaint itself, the helpdesk will send a reasoned response to the complainant in writing no later than two weeks after the receipt of the Complaint. If the complainant does not wish to acquiesce in the response received from the helpdesk, he/she may submit a written objection to the management board, stating his/her reasons for the objection. Consequently, the procedure as described below applies.

If the helpdesk considers it more appropriate for the Management Board to deal with the Complaint, the helpdesk shall forward the Complaint to the Management Board without delay and will inform the Complainant thereof.

As soon as possible after receipt of the Complaint by the Management Board, the Management Board shall investigate the Complaint. To that effect, the Management Board may approach the complainant to request more information as it sees fit. If the complainant so wishes, i-PensionSolutions will give him/her the opportunity to explain his/her position further in a manner and at a time to be determined by i-PensionSolutions. Based on the results of its investigation. If required, i-PensionSolutions can consult the Compliance Service Provider for advice on how to respond to the Complaint.

Taking into account the advice of the Compliance Service Provider- where applicable - , the Management Board shall take a decision on its response to the Complaint, of which it shall inform the complainant within two weeks after reaching its decision. In so far as measures have been or will be taken as a result of the Complaint, the Management Board will notify the complainant thereof.

The Management Board shall aim to complete the above procedure within four months from receipt of the Complaint.

2. Pensions ombudsman

If the complainant disagrees with the results of the Complaints procedure as described in the above paragraph, he/she may approach the Pensions Ombudsman (*Ombudsman Pensioenen*) or initiate a legal procedure.

i-PensionSolutions will comply with the recommendations of the Pensions Ombudsman, unless the Management Board is of the opinion that there are serious reasons for not doing so.

3. Legal proceedings

If the complainant refrains from approaching the Ombudsman or if he disagrees with the recommendation of the Pensions Ombudsman, he/she may initiate legal proceedings to have his/her claim heard in a court of law.

4. Concluding provisions

i-PensionSolutions can amend this Complaints Policy from time to time.