



**BNP PARIBAS  
REAL ESTATE**

Complaints Handling Procedure  
BNP Paribas Real Estate Nederland B.V.



## 1 Scope

- 1.1 The Complaints Handling Procedure (hereafter CHP) is the process for addressing and handling any complaints by customers of BNP Paribas Real Estate Advisory Netherlands B.V. (BNPP RE).
- 1.2 The CHP is addressed to customers and employees of BNPP RE.

## 2 Objective

BNPP RE aims to be irreproachable in terms of customer satisfaction. This ambition involves an efficient handling of customer complaints. Meeting the legal and regulatory requirements that ensure customers interests are taken into account.

## 3 Definitions

- 3.1 A complaint is a dissatisfaction expressed by a customer about a service, product, process or an employee of BNPP RE. The procedure relates to Customer Complaints Management and does not apply to other types of complaints (supplier complaints, etc.) or pre-litigation procedures.

A pre-litigation procedure is any amicable negotiation before possible court action.

Requests for information, notice, clarification, or service (e.g. after sales service), as well as subpoenas, are not considered as complaints. Summons to appear before an administrative, civil or criminal court or a professional organization, do not constitute a complaint within the meaning of the procedure.

The complaint must be formulated in writing. Oral complaints are considered a complaint in the scope of this procedure when formalized in writing and addressed to BNPP RE.

- 3.2 If there is any doubt as to whether a written communication received constitutes a formal complaint, it should be reported as a potential complaint to the Complaints Handling Manager. The Complaints Handling Manager will make further investigations, and will classify the communication received as a complaint or otherwise.
- 3.3 Each complaint received, is recorded in the dedicated Complaints Register of BNPP RE to ensure its proper follow-up, traceability and archiving.
- 3.4 A customer is any individual or legal entity that:
  - Maintains a direct or indirect business relationship with BNPP RE;
  - Is likely to enter into a direct or indirect business relationship with BNPP RE (a potential customer/prospect);
  - Acts on behalf of a person or legal entity referred to the above (intermediary, rights holder, lawyer, association, etc.).

## 4 Addressing a complaint

- 4.1 Any person may send a complaint on a confidential or anonymous basis to the Complaints Handling Officer or the COO through email, regular mail or overnight delivery or through the Company's hotline, as follows:

### Complaints Handling Manager:

Adel Verheij

E-Mail: [complaint.nl@realestate.bnpparibas](mailto:complaint.nl@realestate.bnpparibas)

### General contact information:

BNP Paribas Real Estate Advisory Netherlands BV  
Antonio Vivaldistraat 54  
1083 HP Amsterdam, The Netherlands  
Tel: +31 (0)20 305 97 20

### Contact information Board of Directors:

Loic Niederberger (COO)  
Mob: +31 (0)20 305 97 20  
E-mail: [loic.niederberger@realestate.bnpparibas](mailto:loic.niederberger@realestate.bnpparibas)



- 4.2 A complaint should provide the following information:
- The name, address and telephone number of the complainer;
  - The date of signature;
  - A description of the nature of the dissatisfaction;
  - A description of the potential damage or disadvantage caused by the action or event that caused the dissatisfaction;
  - The role of the party issuing the complaint in relation to the complaint and the service(s) provided by BNPP RE;
  - An identification of the person(s) involved in providing the service(s);
  - A proposed solution to solve the complaint and repair the dissatisfaction.

## 5 Handling a complaint

- 5.1 BNPP RE ensures that customer complaints are properly handled, fairly, transparent and within the time limits as defined in this policy and that a suitable system is in place in accordance with the present policy and applicable regulations.

BNPP RE informs its customers of the existence of a Complaints Management System through:

- Reference included in the BNPP RE General Terms & Conditions that are inextricably linked to the contracts signed by the customers;
- Information available on the internet website of BNPP RE.

- 5.2 Analyzing the complaint

Each complaint is recorded in the Complaint Register of BNPP RE

A letter of acknowledging receipt of the complaint is sent to the customer within a maximum of 10 working days from reception date, unless the answer itself is provided to the customer within this period.

- 5.3 Responding the complaint

Within 10 working days of receipt of the complaint

- the Complaints Handling Manager will acknowledge receipt of the complainant in writing, advising that their expression of dissatisfaction has been received and will be responded to in line with the CHP or that the complaint should be provided with additional information in order to get a response in line with the CHP;
- The Complaints Handling Manager will raise an Incident in the Complaints Register outlining details and any actions taken to date;
- The Complaints Handling Manager assigns the responsibility of managing the complaint to the appropriate persons.

The content of the response to the customer must be precise, formulated in understandable language, in line with the customer complaint and explain the response components.

In the event that a complaint results in a partially or fully unfavorable decision for the customer, the final response letter provides the reasons to justify the decision while informing the client of possible recourse (internal contacts, ombudsman...).

The customer receives a response within a maximum period of 2 months from reception date. In the event that a longer period is required to process the complaint, the Complaint Handling Manager ensures that a letter of expectation informs the customer. Between confirmation of receipt and response, the client will be kept informed at appropriate intervals of the progress, made with the processing of their complaint.

The Complaints Handling Manager ensures that deadlines are met throughout the handling process and reminds the various contributors if necessary

BNPP RE defines signing authorities according to the complaint's qualification. The response is sent through the most suitable channel.



## 5.4 Keeping records

The documents related to complaints handling must be kept, from the closing date of the complaint, in accordance with the Register Of Processing Activities (ROPA) defined at local level.

## 5.5 Alternative dispute resolution

### *RICS*

If the client or business relation is not satisfied by the way the complaint is being or has been handled by BNPP RE, he or she can redress to the following independent institute, which is approved by the RICS Regulatory Board:

Raad Van Arbitrage voor de Bouw (RvA)  
(The Court of Arbitration for the building industry)  
Postbus 19290  
3501 DG UTRECHT  
The Netherlands

T: +31 (0)30 234 32 22

F: +31 (0)30 230 01 25

W: [www.raadvanarbitrage.nl](http://www.raadvanarbitrage.nl)

If the client or business relation believes that either BNPP RE or one of its employees has breached the Rules of Conduct for firms or the Rules of Conduct for members respectively, he or she may file a complaint at the RICS at the following address:

RICS Nederland  
Westende 28  
2275 AE Voorburg

### *Resolution*

If the action, as mentioned under 5.8 or on the basis of article 5.10, is believed to have satisfied/resolved the complaint, the matter will be considered resolved after a cooling off period of 7 days has elapsed.

Where possible, and particularly in circumstances where compensation is paid, the Head of Permanent Control will have the complainant sign a Deed of Release, which acknowledges that the dispute has been resolved, and releases BNPPRE from any liability in connection with the dispute/complaint.