

## Complaints procedure

attaches great value to a personal and service-oriented way of doing business . This is reflected in being there for the Client and keeping promises. If the Client is not satisfied with the services provided by ADM, ADM would like to hear this. In that case, ADM will make every effort to help resolve this as best as possible.

In the event that Client has a complaint, this can be reported to Client's contact person within ADM. The contact person will make every effort to find a solution to the complaint that is acceptable to Client.

If Client is not satisfied with the solution provided by ADM's contact person, Client may submit a written complaint to:

ADM Investor Services BV  
to the management  
Middendreef 281  
8233 GT LELYSTAD

The management will also make every effort to find a solution to the complaint that is acceptable to the Client.

If the Client is not satisfied with the solution provided by the ADM management, the Client can submit a written complaint to the Financial Services Complaints Institute (KiFiD), Postbus 93257, 2509 AG The Hague, telephone number 0900-3552248, [www.kifid.nl](http://www.kifid.nl)