

### Why does Meijers have a complaints procedure?

To Meijers a customer is not simply a file, but an enduring relationship. That is why it is important to us that you are satisfied with the services we provide. Even so, there may be times when you are disappointed or dissatisfied. Please inform us of this so that we can make every effort to resolve this and improve our services. This procedure describes how you can submit a complaint and how we deal with that complaint.

### How can you submit a complaint?

If you are dissatisfied with, for example, our advice, our administrative process or the approach of our staff, you can complete a [complaints form](#). You are, of course, always welcome to pass on any remarks or complaints to your account manager or to one of our other staff members, or to ask any questions. Please inform our staff of the insurance and policy number that your remark, complaint or question relates to. You may already have thought of a solution, if so, please inform us of that.

### How will we deal with your complaints?

Once we have received your complaint or complaints form, we will send you a confirmation of receipt. We will also send a confirmation of receipt if you submit your complaint by telephone. We will discuss your complaint internally with the responsible staff and, within two weeks, you will receive a reasoned reply from us. Your complaint will enable us to improve our services. If you do not agree with our point of view, you will have the opportunity to submit your complaint to the Kifid in The Hague.

### What is the Kifid?

The Kifid is the Financial Services Complaints Institute. It can be found at [www.kifid.nl](http://www.kifid.nl). You can take your complaint to the Kifid if you are a consumer or a small business and your complaint has not been resolved in the way that you had hoped. Meijers is affiliated with the Kifid. Meijers considers the decision of the Kifid to be binding and that means that Meijers will abide by the decisions made by the Kifid.