

REGULATIONS FOR HANDLING OF COMPLAINTS /PROCEDURE

INTRODUCTION AND DEFINITIONS

These regulations concern the resolution of complaints regarding the professional behavior of employees of Private Equity Services ("PES"). The regulation shall enter into force on 8 March 2016.

DEFINITIONS:

"PES": the organization and employees/ professionals working under the name of PES.

"Complainant": a natural or legal person lodging a complaint concerning PES and the corporate services provided by the PES Companies.

"Complaint": any written notice of behavior that may be contrary to laws and regulations, professional rules or agreements of which PES is a party, providing that such written notice satisfies the provisions of Articles 1 and 2 of the Regulation.

REGULATIONS

Article 1

1. Anyone who wishes to complain about the manner in which PES employees in the performance of their professional duties acted toward him/her should bring the Complaint to the attention of those directly concerned, and/or the management of the PES department directly involved.
2. If subsequently the Complainant considers that the reaction of the person directly involved and/or the relevant management is unsatisfactory, then the Complainant may submit a written Complaint to a specially appointed representative at PES. The Complainant is required to indicate when and how the behavior referred to in paragraph 1 arose, what response was given as well as why the Complainant considers such response to be unsatisfactory. In case the foregoing requirements have not been fulfilled by the Complainant, the Complainant must then state why this is the case.

Article 2

1. The Complaint shall be signed and contains at least:
 - a. the name and address of the Complainant;
 - b. the name of the person to whose conduct the Complaint relates;
 - c. the date;
 - d. a description of the conduct that leads to the Complaint;
 - e. a description of why the Complainant thinks that the conduct justifies lodging a Complaint.

2. Documents to which the Complainant refers must be attached to the Complaint. The Complaint must refer clearly to relevant sections of the underlying documents.
3. If the Complaint is filed in a foreign language, then in accordance with these procedures, the Complainant must also submit a translation of the Complaint so that that the Complaint can be processed.
4. The Complaint may also contain a proposal for settlement of the Complaint.

Article 3

1. The specially appointed PES representative shall confirm the receipt of the filed Complaint on the base of Article 1 paragraph 2 and Article 2 in writing (including email) within ten (10) working days.
2. The specially appointed PES representative return the Complaint to the Complainant expeditiously in the event that such Complaint was not intended for PES or the specially appointed PES representative, or if the Complaint should be handled by another institution or body. The accompanying letter shall state the reason for return.

Article 4

1. The specially appointed PES representative has no obligation to handle the Complaint:
 - a. if it relates to an act which is subject to the jurisdiction of a professional organization or the complaints handling procedure of another organization, or has already been a subject to such other judgement;
 - b. if it relates to professional behavior that has occurred for longer than three years after observation thereof or for more than six years before the filing of the Complaint;
 - c. while in respect of the behavior to which the Complaint relates an investigation on the orders of the public prosecutor (or a prosecution) is in progress, or if the actions giving rise to the Complaint form part of an investigation or prosecution of a criminal offense and in respect of this fact a criminal investigation ordered by the prosecutor or prosecution is pending;
 - d. If the Complaint was not presented in accordance with the provisions of Article 1, paragraph 1 to the right person at PES, the specially appointed PES representative and/or a managing director of PES;
 - e. if the Complaint is only about an invoice
2. A decision not to handle/process the Complaint: PES shall notify the Complainant as soon as possible but no later than four (4) weeks after receipt of the Complaint in writing.

Article 5

If the specially appointed PES representative decides to handle the Complaint, he is responsible for a careful and proper consideration thereof. The consideration and handling of the Complaint should be made by an official or officials that were not involved in the behavior to which the Complaint is concerned.

This officer may contact the Complainant by telephone or in writing (including by email) to obtain a more detailed explanation of the Complaint.

Article 6

The Complaint lapses if the Complainant indicates to the specially appointed PES representative that the PES employee to which the Complaint relates has responded satisfactorily to the Complaint.

Article 7

The specially appointed PES representative is responsible for the registration of complaints.

Article 8

Neither filing a Complaint nor processing/handling of such Complaint shall result in the tolling of any statute of limitations.

The contact details of the specially appointed PES representative are the following:

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