

Our complaints procedure

We strive to represent your interests in financial services as effectively as possible. However, we can also make mistakes. This may result in you having a complaint. This does not always mean that you have actually suffered damage. Even if our services have not met your expectations, we request that you report this directly to our office. Only in this way we are able to further improve the quality of our services.

First, make a complaint to us.

If you have a complaint, you can communicate it to our management both verbally and in writing, either by post or by email. They will document your complaint in writing in our complaints register and try to find a swift resolution to your complaint.

If this is not possible, we will inform you within 14 days of the timeframe within which the complaint we be handled by our office. We aim to handle your complaint within a maximum of six weeks from this notification, and if possible, sooner.

After this period, you will receive a message from us to discuss the results of our investigation personally with you. If you do not wish to do so, you will receive a written response from us. If agreement can be reached on the proposed solution, we will take steps to implement it as soon as possible.

Then, possibly to the complaints institute

If we cannot reach agreement with you on the solution to your complaint, you may choose to submit your complaint in writing to:

The Financial Services Complaints Institute (Kifid)
P.O. Box 93257
2509 AG DEN HAAG
Internet : www.kifid.nl

For your assurance

If your complaint results in a financial claim, we are happy to provide you with the assurance that we are capable of paying a justified claim. For this purpose, we have taken out professional liability insurance that meets the legally required standards.