

## Complaints Procedure

We always want to be able to assist you quickly and professionally but we recognise that sometimes it is possible that our services do not work as you would have wished. Should that be the case, please let us know so that we can resolve this and find a solution together.

You can make your complaint known in writing to:

LMIS Global (Europe) B.V.  
Olympisch Stadion 24-28  
1076 DE Amsterdam  
The Netherlands

You can also email your complaint to us via [lmis@lmisglobaleurope.com](mailto:lmis@lmisglobaleurope.com)

You can trust that your complaint will be handled swiftly and satisfactorily by LMIS Global (Europe) B.V.

If we cannot resolve it together, you can submit your complaint to the Financial Services Complaints Institute (KiFiD)

Klachteninstituut Financiële Dienstverlening (KiFiD)  
Postbus 93257  
2509 AG Den Haag  
Nederland

Tel: +31 (0) 70 333 8 999  
KVK number: 78072557  
Website: [www.kifid.nl](http://www.kifid.nl)

Complaints can only be submitted in Dutch or in English.