

### **Joore NV Complaints procedure**

Joore attaches great importance to a personal approach and quality. To us quality includes professional quality of course, but also quality of other aspects of our services. Although we are constantly working towards further improvement of our quality it is impossible to prevent that something in our combined effort or our services is not as you would expect. In that case we would appreciate to hear that from you. In general a good conversation on the matter will often produce a solution. That is why we would appreciate you to contact us to let us know about your complaint. If that is the case, the account manager concerned is the first point of contact.

If you are not satisfied about the way in which your account manager handles the matter, or if you do not wish to notify your account manager of your complaint, you can address the matter with Marjon van Eggelen.

You can do so by sending your written notification to:

Joore Registeraccountants en Belastingadviseurs  
Attn. Marjon van Eggelen  
Dr. Hub van Doorneweg 185  
5026RD Tilburg

Or by email to [marjon.van.eggelen@joore.nl](mailto:marjon.van.eggelen@joore.nl)

We would request you to always clearly state your name, the name of your account manager and the nature of the complaint. After receipt of your notification you will always receive a response from us.