COMPLAINT SETTLEMENT SCHEME LEGAL PROFESSION BUREN N.V.

Buren seeks to provide high-quality services. In the unlikely event that you are not happy with the services provided by one of Buren's lawyers or about a note of fees sent to you by Buren we kindly request you to file your complaint in accordance with the procedure set out below.

Article 1 Definitions
In this scheme:

Buren means: the public limited company Buren N.V. of lawyers, civil law notaries, and tax advisors. Complaint means: any written statement of dissatisfaction of or on behalf of clients against a lawyer of Buren or the individuals working under Buren's responsibility about the conclusion and execution of a contract of services, the quality of the services or the size of the note of fees, not being a complaint as referred to in paragraph 4 of the Dutch Counsel Act;

Applicant means: clients or client representatives filing a complaint;

Complaints officer: the lawyer at Buren entrusted with handling complaints.

Article 2 Scope
This complaint settlement scheme applies to all contracts for services between Buren and clients if and to the extent that such contracts relate to services by Buren's lawyers.

Article 3 Objectives
The objectives of this complaint settlement scheme are:

a. To lay down a procedure to handle client complaints constructively within a reasonable term;

b. To lay down a procedure to identify the causes of client complaints;

c. To maintain and improve existing relations by properly investigating complaints;

Article 4 Information upon Commencement of Services
1. This complaint settlement scheme is available at www.burenlegal.com. Upon request we will send you a hard copy. The general terms and conditions of Buren N.V. also refer to this complaint settlement scheme.

2. Complaints as defined in Article 1 that have not been resolved will be settled in accordance with the dispute settlement rules set forth in paragraph 13 of the General Terms and Conditions of Buren N.V.

Article 5 In-House Complaints Procedure
1. Any complaints filed by clients with Buren will be forwarded to Ph.W.M. ter Burg, who will act as complaints officer.

2. The complaints officer will inform the subject of the complaint that a complaint has been filed and will enable the applicant and the subject of the complaint to comment on the complaint.

3. The subject of the complaint will try to reach a solution together with the applicant, whether or not through the intervention of the complaints officer.

4. The complaints officer will gather the information required to handle the complaint properly and impartially. The complaints officer will enable the applicant and the subject of the complaint to comment (further) and may request additional information.

5. If the complaints officer so deems fit or if either or both parties so request, the complaints officer will invite the parties to discuss the matter in a place and on a date and at a time to be determined by the complaints officer.

6. The complaints officer will handle complaints within four weeks of receipt or will inform the applicant of any deviating term, stating the term within which he/she will decide on the complaint.

7. The complaints officer will inform the applicant and the subject of the complaint in writing whether the complaint is valid, and may issue a recommendation.

Article 6 Confidentiality and Free Complaint Handling
1. The complaints officer and the subject of the complaint will observe a duty of confidentiality in handling complaints.

2. Applicants do not owe any charges for the handling of complaints.

Article 7 Responsibilities
1. The complaints officer will be responsible for timely handling complaints.

2. The subject of the complaint will notify the complaints officer of any contacts with the applicant and possible solutions.

3. The complaints officer will keep applicants informed of the status of their complaints.