

Complaints Procedure

At Lightrock Netherlands B.V. we are aimed at a prompt and careful handling of complaints. This procedure outlines the procedure how you can submit a complaint regarding our services.

Submitting a complaint

A Complaint may be submitted in writing or by email to the address below.

By email:

lnetherlands@lightrock.com

In writing:

Lightrock Netherlands B.V.
Stadsplateau 27
3521AZ Utrecht
The Netherlands

In order to be able to review your complaint, we ask you to provide us with your contact details, a clear description of your complaint and supporting evidence that you may have.

Response time

We will send a confirmation of the receipt of the complaint within two weeks of receipt of your complaint.

In this confirmation we will provide the details of the process that will be followed when handling your complaint and when we expect to be able to respond to your complaint. We will send a formal response to your complaint within a maximum of four weeks.

If for any reason delays occur and the maximum time frame to send a formal response to your complaint cannot be met, you will be informed timely in writing, including the reason of delay and period in which our response may be expected instead.

Dispute resolution

In the event you are a retail investor and you are not satisfied with how your complaint has been handled by us, you may submit your complaint in writing to

the Dutch dispute resolution body Kifid (Klachteninstituut Financiële Dienstverlening) or to bring the dispute directly before a civil court.

In case you submit your complaint to [Kifid](#), you have to submit your complaint no later than one year after notifying Lightrock Netherlands B.V. of your complaint, or else within three months of Lightrock Netherlands B.V. rejecting your complaint.

Please be aware that Kifid is only able to handle your complaint when you have followed the internal complaints procedure of Lightrock Netherlands B.V. as described above first.