# Information
# On handling complaints

## You are not satisfied. What happens next?
We strive to provide high-quality services. If you are not satisfied, we encourage you to inform us, because we value your feedback. We will assess your complaint carefully and aim to resolve it in a fair and timely manner.

## Who should you address your complaint to?
We kindly ask you to submit your complaint in writing or by email to:
Address: Falcore B.V., Amstelplein 2, 17th floor, 1096 BC Amsterdam, Netherlands
Email: complaints@falcore-equities.com

Complaints may also be submitted via an authorized representative or other third party, such as a lawyer, legal guardian, curator, or holder of a power of attorney on your behalf. Where a complaint is submitted by a third party, we will request evidence of that person's authority to act on your behalf. Please provide sufficient detail to enable us to assess your complaint.

## Receipt and acknowledgement
All complaints are centrally registered and handled in accordance with Falcore's Complaints Handling Policy. Upon receipt, your complaint will be recorded and you will receive a written acknowledgement without undue delay. This acknowledgement will include:
- Confirmation of receipt;
- A contact point for further correspondence;
- An indication of the expected timeline for handling your complaint.

## Handling of complaints
Complaints are assessed, investigated, and handled in an impartial and objective manner. Depending on the nature and complexity of the complaint, you will generally receive a response within two to three weeks.
Where necessary, we may request additional information to support the assessment of your complaint.

## Outcome and communication
You will receive a written response setting out:
- The outcome of the assessment;
- The rationale for the decision;
- Any remedial or preventive measures, where applicable.

Where your complaint is (partly) upheld, we will inform you of any measures taken to address the issue.

## Further escalation

If you are not satisfied with our response, you may refer your complaint to the competent court.
For further information, please refer to the Complaints Handling Policy.