

## CLIENT INFORMATION LE POOLE BEKEMA

### 1. Office information

- 1.1. Le Poole Bekema is a private limited liability company, registered with the Chamber of Commerce under number 60696885.
- 1.2. Le Poole Bekema is registered with the Dutch Bar Association. Our lawyers are bound by the provisions of the Dutch Legal Profession Act and the rules of conduct and regulations of the [Dutch Bar Association](#).

### 2. Working methods

- 2.1. Before accepting any instructions from clients, we investigate whether or not we are free to act on the client's behalf and/or against any relevant opposing parties. If we are not free to act, we will not be able to accept the engagement. This may happen, for instance, if the relevant opposing party is already one of the clients of Le Poole Bekema.
- 2.2. Before accepting any instructions to provide services to a new client, the terms and conditions agreed upon will be put down in writing.

### 3. Fees

- 3.1. Le Poole Bekema charges a fee for its services calculated by multiplying, in principle, the number of hours spent on the case by the lawyers concerned by the rates which apply to them. These rates are related to the experience of the specific lawyers. Alternative arrangements can be made, such as payment of a pre-determined amount to carry out concrete instructions ("fixed fee") or payment of the same hourly rate for any of the lawyers involved, irrespective of the experience of these lawyers ("blended rate").
- 3.2. In accordance with our general terms and conditions, our fees are increased by a 5% mark-up for office expenses such as telephone, reproduction, postage and delivery costs. All external costs incurred by Le Poole Bekema in the performance of a contract will be charged as out-of-pocket expenses without a mark-up.
- 3.3. If applicable, VAT will be charged. The VAT number of Le Poole Bekema is NL854020524.B01.
- 3.4. In principle, Le Poole Bekema will issue monthly invoices. In accordance with the general terms and conditions, the term of payment is 14 days. Under certain circumstances we will request payment of a deposit, for instance, if you are a new client or if substantial expenses will be incurred within the short term.

#### **4. Complaints procedure**

- 4.1. Le Poole Bekema is committed to providing you with the highest possible level of service. Despite this, it can occasionally happen that you are dissatisfied with a particular aspect of our service. In that case, we will handle your complaint according to our complaints procedure which is published on our website.

#### **5. Data protection**

- 5.1. As part of its legal services Le Poole Bekema collects personal data. The personal data that is collected is processed in Le Poole Bekema's client database. Furthermore, Le Poole Bekema processes personal data for the purpose of sending clients newsletters and invitations for events. Le Poole Bekema processes personal data with the utmost diligence. Please consult our [privacy statement](#) for more information regarding the way Le Poole Bekema processes personal data, the purposes and your rights concerning the processing of your personal data.

#### **6. General terms and conditions**

- 6.1. All services provided by Le Poole Bekema are subject to our [general terms and conditions](#). Under these terms and conditions, Dutch law applies and any disputes related to our services shall be brought exclusively before the District Court in Amsterdam.
- 6.2. The professional liability of Le Poole Bekema for damage is limited to the amount covered by our (worldwide) liability insurance, i.e. a maximum of € 5 million per claim, increased by the amount of excess which applies to this insurance.