

Stichting Pensioenregister Complaints Procedure

Stichting Pensioenregister

is committed to building and maintaining a good relationship with you and would like to ensure that you are satisfied with the pension statement you receive from us. If, for whatever reason, you are not satisfied with the outcome of the procedure, you have the option to submit a complaint.

Stichting Pensioenregister will only consider complaints relating to the www.mijnpensioenoverzicht.nl Website, for example because parts of the website are unavailable or because the addition of different pension entitlements is not accurate. If you have any questions or complaints about the amounts listed on the Website, please contact the appropriate pension administrator or Sociale Verzekeringsbank.

1. Submitting complaints

You can only submit your complaint in writing. The event to which the complaint relates must not have occurred more than one year before the submission date of the complaint.

You can direct your complaint

to:

Stichting Pensioenregister
Verrijn Stuartlaan 1F
2288 EK Rijswijk, the Netherlands

If the complaint relates to personal data processing, the complaints procedure will be completed in accordance with Article 13 of the Privacy Rules.

2. Description of complaint and details

You must include the following details:

- Your initials, surname, full address and telephone number
- The date of the event to which your complaint relates
- A description of your complaint and whether you wish to provide a verbal explanation
- All data and/or documents relevant to complaints handling
- The name(s) of the employee(s) concerned, if applicable
- Your signature

3. Processing

- a. The Secretary of the Board will send you a confirmation of receipt within two weeks. If your complaint can be resolved without conducting an additional investigation, you will be informed of the outcome without delay. If this is not possible, you will receive a confirmation of receipt within two weeks explaining how your complaint will be handled, along with the expected resolution date.
 - b. If the Board is unable or unwilling to consider the complaint, the reasons will be explained in writing.
 - c. The Secretary of the Board is tasked with handling the complaint, and is assisted in this process by one or more Board members.
 - d. The complaint handling procedure must be completed within three months.
 - e. All communications regarding the complaint-handling process must be in writing.
 - f. The complaints recorded will be published in the Stichting Pensioenregister Annual Report.
-

4. Final stipulations

- a. This Complaints Procedure has been established by Stichting Pensioenregister, which is authorised to amend the Procedure.
- b. The Chair of the Board will decide on any cases not provided for in this Complaints Procedure.

Rijswijk, the Netherlands, August 2019

