

Complaints Procedure

As meant in article 6.28 of the Netherlands Ordinance on Attorneys
English edition, January 2020, WU7VWQXG.

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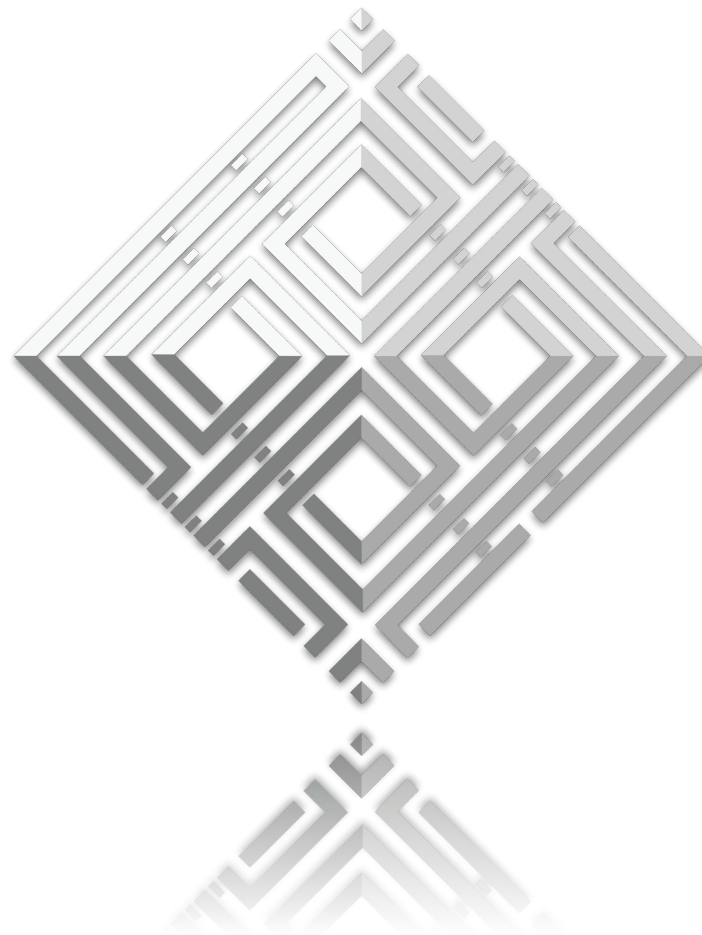
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GLG Litigation

Attorneys at law

Member of Gaming Legal Group



GLG Litigation B.V. (hereinafter: “**GLG Litigation**”) has adopted a complaints procedure (hereinafter: the “**Procedure**”) for disputes that are not of a disciplinary nature as meant in Section 4 of the Netherlands Ordinance on Attorneys (hereinafter: the “**Ordinance**”). The procedure is mandatory for clients, prior to seeking any resolution via the Amsterdam court of law.

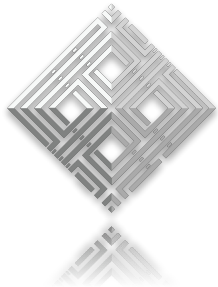
Article 1 | **Definitions**

1.1. Unless the context otherwise requires, the following terms, when used in the Agreement, shall have the respective meanings specified below (such meanings to be equally applicable to the singular and plural, male and female forms of the terms defined):

“**Articles**” shall mean the articles of the Procedure.

“**Attorney**” shall mean a person, typically a lawyer, appointed to act for the Client in business or legal matters.

“**Client**” shall mean a natural individual or legal entity that has retained the Services of GLG Litigation, as referenced in the Engagement.



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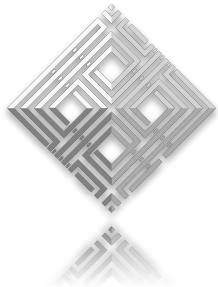
“Complaint” shall mean any written expression of serious dissatisfaction from or on behalf of the Client, after any explanation, towards the attorney or the persons working under his responsibility about the establishment and execution of the Engagement, the quality of the service, and, or the amount of the invoice, not regarding a complaint as referred to in Section 4 of the Ordinance.

“Complainant” shall mean the Client or his representative who issues the Complaint to the Complaints Officer.

“Complaints Officer” shall mean the client or his representative who issues the Complaint to the Complaints Officer.

“Court” shall mean the Amsterdam court

“Engagement” shall mean a letter of engagement from the hand of the retained attorney, signed by the Client, that serves as an agreement as meant in article 7:400 of the Netherlands Civil Code, in which the scope of Service is explained, the involved fees as well as a notification of the Terms that apply to the Service..



“**Ordinance**” shall mean the Netherlands Ordinance on Attorneys.

“**Organization**” shall mean GLG Litigation.

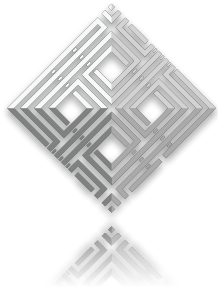
“**Procedure**” shall mean this complaints procedure with reference to Article 5.

“**Service**” shall mean a supporting action against payment, requiring specialized knowledge and skill, to be performed by a licensed attorney.

“**Terms**” or “**General Terms & Conditions**” shall mean terms of service of GLG Litigation.

“**Website**” shall mean the contents as published on:
<http://www.glglitigation.com>.

1.2. The singular shall include the plural and vice versa and references to persons shall include both corporate and unincorporated associations of persons.



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1.3. Whenever used: the words “include”, “includes” and “including” shall be deemed to be followed by the phrase “but not limited to”.

Article 2 |

Scope

2.1. The Procedure applies to all Engagements.

2.2. Any Attorney, employed by GLG Litigation shall be responsible for the handling of complaints.

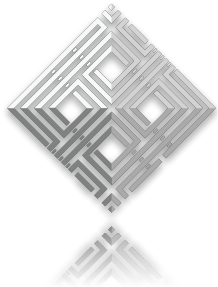
Article 3 |

Objectives

3.1. The Procedure serves the following purposes:

- (a) address client complaints in a constructive manner within a reasonable time;
- (b) proper identification of Complaints of Clients;
- (c) maintaining and improving existing relationships;
- (d) stimulation of client reciprocity within the Organization; and
- (e) improvement of the quality of Service and analysis.

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Article 4 | **Information, prior to closing of the Engagement**

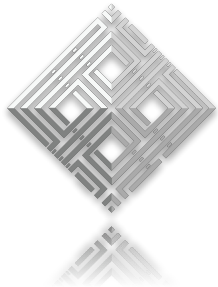
4.1. The Procedure has been made public via publication on the Website. The retained Attorney shall prior to the closing of the Engagement notify the Client of the Procedure and its scope.

4.2. Any Attorney, employed by GLG Litigation shall be responsible for the handling of complaints.

Article 5 | **Procedure**

5.1. 1. If a client approaches the GLG Litigation with a Complaint, the Complaint is forwarded to one of the two Attorneys, who shall thereby act as the Complaints Officer.

5.2. The Complaints Officer informs the person who is involved with the topic of the Complaint that a Complaint has been issued, granting that person the opportunity to provide a personal perspective.



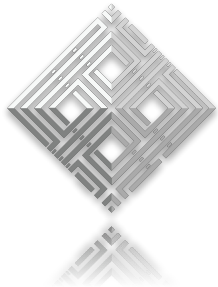
5.3. The person as meant in subsection 5.2. is allowed and required to reach an amicable solution in communication with the Client, whether or not after the intervention of the Complaints Officer.

5.4. The Complaints Officer will deal with the complaint within four weeks of receiving the Complaint or will notify the Complainant of any deviation from this period, stating the reasons as well as the period within which an opinion on the Complaint shall be provided.

5.5. The Complaints Officer informs the Complainant as well as the person as meant in subsection 5.2. in writing of the opinion on the merits of the Complaint, whether or not accompanied by recommendations.

5.6. If the Complaint has been settled satisfactorily, the Complainant, the Complaints officer as well as the person as meant in subsection 5.2. shall confirm in writing that they agree with the amicable solution reached.

5.7. If the Complaint has not been resolved, Parties shall attempt to resolve their differences via a licensed mediator.



Article 6 |

Confidentiality and Complimentary Complaint handling

6.1. The Complaints Officer, the Complainant as well as the person as meant in subsection 5.2. will observe confidentiality regarding the handling of the Complaint.

6.2 The complainant shall not owe any reimbursement for any costs of handling the complaint, with the exception of costs for mediation, which costs shall be equally borne.

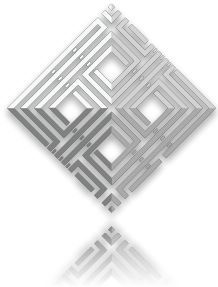
Article 7 |

Responsibilities

7.1. The Complaints Officer is responsible for the timely handling of the Complaint.

7.2. The person as meant in subsection 5.2. shall keep the Complaints Officer apprised of any individual back and forth communication with the Complainant.

7.3. The Complaints Officer will keep the Complainant apprised of the handling of the Complaint.

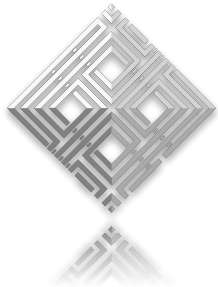


Article 8 | **Complaint Registration**

- 8.1. The complaints officer registers the complaint with the subject of the complaint.
- 8.2. A complaint may be divided into several topics.
- 8.3. The Complaint Officer shall properly manage, log and archive the Complaint file.

Article 9 | **Updates**

- 9.1. The Procedure shall be updated if required.
- 9.2. Markups of the Procedure shall replace earlier versions.



Contact

Please feel free to reach out at any time.

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GLG Litigation operates a law practice under its trade name “Gaming Legal” and is a member of Gaming Legal Group. All services are rendered under agreement with the Dutch entity GLG Litigation B.V., Dutch trade registration number 51706687. General terms and conditions apply and include limitations of liability. ↪

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