



DESCRIPTION OF SERVICES PROVIDED

Who are we?

“Den Hartigh Adviesgroep” is the trading name of the private limited company Den Hartigh Adviesgroep B.V. (Chamber of Commerce no. 24421060). In this document you will find important information about the services we provide. Under the Dutch Financial Supervision Act (Wft - Wet op het financieel toezicht) we are obliged to provide this information prior to any financial agreement. Should you have any questions about the contents of this Description of services document or if you would like any further explanation, please do not hesitate to contact us. We will be happy to help you.

How to reach us and opening times

Visiting address

Den Hartigh Adviesgroep B.V. Biezenvijver 7
3297 GK Puttershoek

Post address

PO Box 5621
3297 ZG Puttershoek

Telephone: +31 78 676 90 00

Fax: +31 78 676 90 01

E-mail: info@denhartigh.nl

Website: <http://www.denhartigh.nl>

Opening times

Monday to Friday 8:30 – 17:00 and on appointment.

In the event of emergency, such as an accident, death or substantial damage you can reach us via the following telephone numbers:

- +31 6 53 170050 (J.P.L. den Hartigh, director)
- +31 6 53 170051 (H.A. den Hartigh, manager)
- +31 6 10 288251 (D. Brussaard, claims handler)
- +31 6 13 106427 (D. Uitterlinden-den Hartog, acceptor)
- +31 6 30 721963 (M.Y. Boender-Voorstad, acceptor)
- +31 6 13 938896 (W.H. Hazejager, authorised underwriter)

Independent as organisation

Den Hartigh Adviesgroep is a completely independent business. No financial institution, such as a bank, insurance company or other provider of financial products, has any proprietary interest or control in our business.

Independent as adviser

Den Hartigh Adviesgroep gives independent advice. We have the freedom to recommend products from a large number of financial institutions. This means that we have no contractual obligation whatsoever to advise you to select financial products offered by certain insurance companies, banks or lenders.

Choice of suppliers

Den Hartigh Adviesgroep does business with almost all reputable financial institutions in the Netherlands. Considering the large numbers of financial service providers we periodically make a selection of the financial products offered by banks, lenders and insurance companies. Because of the terms and conditions, levels of premiums and the quality of products and services, we have our own preferences for certain providers. We make this selection ourselves.

What do we offer?

Den Hartigh Adviesgroep has been granted a licence by the Netherlands Authority for the Financial Markets (AFM) to advise and to act as intermediary for the following financial products:

- Non-life insurance
- Life insurance
- Mortgages
- Financing
- Savings & payment products

On what do we base our advice?

In order to give you sound advice it is important that we have a complete picture of your wishes and personal circumstances. We generally work as described below to provide our services to you.

- **Analysis**

Depending on your needs and questions we analyse your requirements, personal circumstances and your financial situation. Using our analysis, for example, we can identify and explain the risks you are exposed to.

- **Advice**

Based on the analysis and the wishes and requirements you have told us about, we make recommendations for you. We advise you about the possible solutions to make the risks you are exposed to manageable. For this we select products for you that in our opinion best match your personal circumstances. We are completely free in our choice of products that we include in our recommendations.

- **Intermediary**

We bring you in contact with the financial institution, for example by requesting quotations for you and by agreeing products.

- **Management & aftercare**

Even after you have purchased a financial product we are available to answer your questions or to implement changes.

Execution Only

If you do not require advice from us but would simply like us to act as intermediary for a particular product with a financial institution, for example because you have already been advised elsewhere, this falls under our 'Execution Only' service. In this case you yourself are responsible for the choices made and we cannot accept any liability in this respect.

What is the cost of our advice or intermediary services?

In order to advise you we incur business expenses. Consider here salaries, business accommodation, costs of training and licences. Depending on the service you expect from us and/or the products you purchase through our company, we work with two remuneration models: commission based and fixed fee based remuneration.

Remuneration based on commission

The fee for our services is a percentage of the premium you pay for the financial product you purchase. This percentage varies per product. We will not charge any additional fees.

We always work on a commission basis for advice given in the following areas:

- Non-life insurance
- Health insurance
- Funeral insurance
- Savings & payment products
- Life insurance and pension insurance
- On commencement of annuities and pensions
- Financing
- Products for tax-efficient blocked bank savings account

We often work on a commission basis for advice in the following areas:

- Mortgages

Remuneration based on a fixed fee

The fee for our services is determined in advance. You will receive an indication of the number of hours for which we expect to charge. The number of hours will depend on the type of advice and the work involved.

For advice given in the following areas you may opt for advice based on a fixed fee:

- Life insurance and pension insurance
- On commencement of annuities and pensions
- Mortgages
- Products for tax-efficient blocked bank savings accounts

For remuneration based on a fixed fee, the fee we receive does not depend on the financial product that you purchase through us as your intermediary, the fee is based on the amount of time we spend advising you.

This way of working guarantees a very independent and objective approach. After all, we will not receive a fee from the financial institution but from you.

Based on the information we provide, you can indicate which remuneration model you would prefer us to deploy. This means you can choose either model or a combination of both.

Commission transparency

If you choose the option that we receive a fee for our services from the financial institution in the form of commission, then we will notify you of the nature and exact amount of the commission according to the following terms and conditions:

- The remuneration enhances the quality of the services we provide to you;
- The remuneration does not undermine our obligation to represent your financial interests to the best of our ability;
- The remuneration we receive is transparent;
- The remuneration must be in proportion to the work conducted.

We are obliged to inform you, before our services commence, about the level of the fee we will receive for these services. This concerns the following products:

- Life insurance and pension insurance
- On commencement of annuities and pensions
- Mortgages
- Products for tax-efficient blocked bank savings account

List of fees

At the end of this document you will find an overview of the fees we charge for our services based on a fixed fee.

If we are unable to make a good estimate of the amount of work involved in a particular assignment, we may provide our services on a charge basis. The fee you pay will therefore be based on the number of hours we have worked for you multiplied by the fee per hour as stated in the list of fees.

Assignment confirmation

If you wish to make use of our services, our agreements regarding the services to be provided and the corresponding remuneration will be agreed in advance in an assignment confirmation. In this way, you always know what to expect.

VAT

The fees stated for remuneration based on a fixed fee are exempt from VAT in so far as the services provided result in us acting as intermediary for one or more financial products. If this is not the case, we are obliged to charge VAT on our services.

When should you pay Den Hartigh Adviesgroep?

If after signing the assignment confirmation you decide not to make further use of our services and you terminate the advice and intermediary procedure, you will owe us € 750 for the services provided. This excludes any costs charged by the lender and/or service provider. No VAT will be charged on this amount. These costs will not be charged to you if we cannot offer you a suitable proposal.

In the case of remuneration based on a fixed fee, you should pay the invoice for the services provided within 30 days.

If we advise you and act as intermediary for your mortgage, you will receive an invoice for the services provided after the quotation is approved by the lender. If your mortgage is to be issued following passage of the mortgage deed with the notary, we will request payment of our invoice at the same time.

What we expect from you

In order to give you the best possible advice regarding financial services we ask you to help us in a number of ways.

Please provide us with correct and full information

Our recommendations depend on the information you provide. In the relationship we have with you we kindly request you inform us regularly of any changes in your personal situation. For example, if there are any changes in your income and working situation, or that you have spent a large amount of money on your home. The advice we give you is dependent on the information we receive from you.

Please give us the total picture

It is possible that you have contracted certain financial products elsewhere and that you seek advice from another source. However, in order to give you sound advice, we need to have a total picture of the whole range of financial products and services you make use of. We may not draw your attention to a particular type of risk if we think that you have covered this elsewhere. And this is why we ask you to inform us as fully as possible.

Please inform us of any changes

Naturally, we also ask you to inform us of changes in your personal situation that may have an influence on your package of financial products and services. For instance, if you move house, change your job, get married or have a baby, or if you become unemployed or unfit for work.

Please read the information we provide

If we are arranging a certain financial product or service for you, we will probably be sending you some information. Sometimes this concerns information we are legally obliged to send you. But we may also send you information because we think it will help you find your way among the many new and existing financial products and services. We kindly request you to read all the information we send you carefully, and if this raises questions, please do not hesitate to contact us. In all cases please check all policy documents and other contracts yourself and make sure that these are drawn up in accordance with your instructions.

Registrations & memberships

Chamber of Commerce

Den Hartigh Adviesgroep is the trading name of the private limited company Den Hartigh Adviesgroep B.V. We are registered in the trade register of the Chamber of Commerce under number 24421060

VNAB - Netherlands association of authorised brokers and insurers, including underwriters

Den Hartigh Adviesgroep is the trading name of the private limited company Den Hartigh Adviesgroep B.V. which is registered as insurance broker under number B120

AFM - Netherlands Authority for the Financial Markets

On behalf of the Dutch government, the AFM (Netherlands Authority for the Financial Markets) supervises the expertise and integrity of financial service providers. Den Hartigh Adviesgroep holds the mandatory AFM licence. The licence is registered at the AFM under number 12017029. You can consult the register of licence holders at www.afm.nl. If you have any questions about regulation you contact the AFM support centre via telephone number 0900 – 540 05 40

Adfiz

Our office is a member of Adfiz. Adfiz is the sector association for consultants in financial security. The companies affiliated to Adfiz are independent in their choice of products and services from financial institutions that they offer to their clients. For further information, visit www.adfiz.nl.

SEH - Dutch Foundation of Certified Mortgage Advisers

Our mortgage advisers are registered with SEH, the Dutch Foundation of Certified Mortgage Advisers. The SEH only accepts members who meet the SEH quality requirements. In addition, members must follow regular refresher courses to keep abreast with developments regarding professional knowledge, consulting skills and integrity. For further information, visit www.erkendhypotheekadviseur.nl.

Kifid - Financial Services Complaints Board

The Financial Services Complaints Board is the independent office for settling disputes between consumers and financial service providers. Den Hartigh Adviesgroep is affiliated to the Financial Services Complaints Board under number : 300.012.505. For further information, please see www.denhartigh.nl

Where to go if you have a complaint

Naturally, we do our best to provide the best possible service for you. However, if you are not satisfied, please let us know immediately. If you prefer to register your complaint in writing, we will do our utmost to restore your confidence.

If you consider that we have not responded adequately to your complaint, then you can contact the independent complaints body (Financial Services Complaints Board):

Kifid (Klachteninstituut Financiële Dienstverlening)

PO Box 93257
2509 AC The Hague, The Netherlands
Telephone 0900 355 22 48
E-mail: info@kifid.nl
Website: www.kifid.nl

For complaints regarding the services provided by a mortgage adviser affiliated to the SEH (Dutch Foundation of Certified Mortgage Advisers), please contact:

Stichting Erkenningsregeling Hypotheekadviseurs

PO Box 1321
1000 BH Amsterdam

Telephone +31 (0)20 428 95 73

Fax: +020 01 428 95 74

E-mail: bureau@seh.nl

Website: www.seh.nl

If you still have not been able to resolve your dispute, you may take your case to the civil court.

Privacy

Each time you provide your personal information, Den Hartigh Adviesgroep will handle this data in accordance with the Code of Conduct for the Processing of Personal Data by Financial Institutions, which has been drawn up by the Dutch Banking Association and the Dutch Association of Insurers. This code of conduct sets out the practical implementation of the legal protection regarding processing the personal data belonging you as client.

Governing law

All agreements with Den Hartigh Adviesgroep and all obligations arising from such agreements are governed by Dutch law.

List of fees for complex products and mortgages applicable to remuneration based on fixed fee

Remuneration per hour	Fee per hour*
All-round adviser	€ 120 - € 175
Pension adviser	€ 120 - € 175
Mortgage adviser	€ 120

*depending on the experience of the adviser and the complexity of the advice

Services provided for complex products (such as pensions)	Estimate of hours	Fee per hour
Complex product advice	Determined in advance*	€120 - € 175

*Depending on the advice given you will pay a fee based on the number of hours that we have worked for you multiplied by the fee per hour. Prior to commencing our work for you we will inform you about the fees we will charge

Mortgage services	Estimate of hours	Remuneration
1st mortgage, advice and intermediary work (not complex)(*)	25 hours	€ 3,000
1st mortgage, advice and intermediary work (complex)(**)	30 hour	€ 3,500
1st mortgage, execution only (not complex)(*)	12 hour	€ 1,440
1st mortgage, execution only (complex)	17 hour	€ 1,800
2nd mortgage, advice and intermediary work (not complex)(*)	10 hour	€ 1,200
2nd mortgage, advice and intermediary work (complex)	15 hour	€ 1,800
2nd mortgage, execution only (not complex)(*)	5 hour	€ 600
2nd mortgage, execution only (complex)	10 hour	€ 1,200
Discharge joint and several liability	10 hour	€ 1,200
Financing business premises (complex and not complex)(*)	20 hour	€ 3,000
Mortgage payment protection insurance	5 hour	€ 600
Termination of services after signing the assignment confirmation		€ 750
Mortgage maintenance discussion***	1 hour	€ 120

* Non-repayment, linear and endowment mortgages are considered not complex. All other repayment forms are considered complex.
 ** Independent business owners pay a 30% surcharge on this fee.
 *** Any work arising from the mortgage maintenance discussion will be charged at a fee of €120 per hour.