

# Complaints Management Policy

Last Update: 4th March 2025

## Introduction

Evergon Labs B.V. (“Evergon” or “Company” or “we”) strives to deliver high quality services to meet the needs and concerns of its customers. To achieve that, the Company introduced a **Complaints Management Policy** (or the “Policy”) which sets out the minimum standards of complaints handling. This Policy outlines our Company’s high-level approach to complaints handling to ensure that customers’ concerns are treated seriously, that complaints are addressed promptly and, in a fair, consistent, transparent and timely manner.

Evergon strives to provide outstanding customer service, and in support of that objective, takes all customer complaints seriously, working to achieve a fair and satisfactory resolution for all parties involved. Any complaints made by customers regarding the services of the Company, regardless of the chosen reporting channel, are filed and handled free of charge.

## Who can file a complaint and how?

### Who can file a complaint?

Any potential, current or ex-customer of the Company who is not satisfied with (i) the quality of the products or services, (ii) our decision or behavior towards them, (iii) lack of information or inadequacy of the provided information or (iv) any other matter directly or indirectly related to the provisions of Company’s services, can file a complaint.

### How do you file a complaint and what requirements apply?

A complaint is to be filed in writing, either by means of a hard copy letter, an email or through the chat function available at evergonlabs.com. For reasons of reliability and accuracy, we do not handle complaints filed orally (such as over the phone). When filing a complaint, you can, but are in no way obliged to, make use of the template form which can be found on the Company’s website evergonlabs.com.

When filing a complaint, please make sure that it meets at least the following conditions:

- The situation to which the complaint is related is sufficiently recent for the relevant

Complaint Handling Officer to investigate it properly.

- The complaint contains sufficient initial information and evidence for the Complaint Handling Officer to determine whether it is credible.
- The complaint has a sufficient connection to services provided by the Company or the conduct of an Evergon employee or affiliated person.
- The complaint is filed in the English or Dutch language.
- If the complaint is not filed through the chat function on the Company's website, the complaint should be addressed to the Complaint Handling Officer:
  - **Email:** [complaints@evergonlabs.com](mailto:complaints@evergonlabs.com)
  - **Address:** Evergon Labs BV, Radonweg 2D, 3542AN, Utrecht, Netherlands

#### How will your complaint be handled?

When a complaint is received by the Complaint Handling Officer, you will receive an acknowledgement of receipt within 72 hours of receipt. This acknowledgement will be sent to you through the same channel of communication as through which you have filed the complaint and in the same language as the complaint (if this is English or Dutch). If you file a complaint in any other language than English or Dutch, the Complaint Handling Officer will communicate with you in English. This acknowledgement will inform you about the admissibility of the complaint.

If the complaint misses certain relevant information, the Complaint Handling Officer may ask you to provide this additional information. This request can be included in the acknowledgement of receipt, but may also be requested at a later moment in time. You will never be requested to provide information and/or evidence that is already in or should already be in the possession of the Company.

After an acknowledgement of receipt has been sent, the Complaint Handling Officer will start an investigation. You will be informed about the steps to be taken regarding the investigation of your complaint and the Complaint Handling Officer will assist you without undue delay with any reasonable information requests you may have in this regard.

#### How long will the investigation process take?

We strive to resolve your complaint as soon as reasonably possible. Regardless of the circumstances, you will be informed about the final decision ultimately within 60 days after we have received the complaint. If the complaint cannot be resolved within this timeframe, you will be informed of the reasons for the delay and you will receive monthly updates on the progress of the investigation. We will also provide you with a new date when a decision can reasonably be expected. Where necessary, the Complaint Handling Officer may request any additional documents as required by local regulators.

### **Record keeping**

It is the Company's policy to maintain relevant records of received complaints, the outcome and investigation of such complaints and any measure taken in response to the complaints in a Complaints Registry. This registry helps us ensure the equal treatment of complainants. All complaints will be stored for a period of five years.

### **Questions or concerns**

We can understand that you may have questions about the contents of this Policy or about your particular situation. If this is the case, please raise these questions through the chat function available at [insert website] or per email to [complaints@evergonlabs.com](mailto:complaints@evergonlabs.com). Please note that the timeline indicated for the handling of complaints does not apply to inquiries about the Policy or questions related to your personal situation.