

Complaint procedure

There is nothing we find more fulfilling than establishing a good relationship with our customers. This way, providing information, offering advice and making decisions all become one seamless process that works well for both parties. We are aware, however, that things do not always work out this way. This may leave both parties feeling dissatisfied for a variety of reasons, which in turn hinders fruitful cooperation.

If, for whatever reason, you are not satisfied, please let us know! We will do our utmost to try and solve the situation.

Comments and complaints

Please send your comments or complaints to the following address, or call us on the telephone number below:

L.A. Meerhoff
HelpenKiezen B.V./Personce
Stratumsedijk 38
5611 NE Eindhoven
+31 (0)85 - 7470069
Eindhoven@helpenkiezen.nl

L.A. Meerhoff
HelpenKiezen B.V./Personce
Hatertseweg 126
6533 AS Nijmegen
+31 (0)85 - 7470069
Nijmegen@helpenkiezen.nl

We will send a confirmation of receipt to your home address within two days. This confirmation also includes our complaints procedure.

Independent Complaints Institute for Financial Services Foundation (Kifid)

Fortunately, we are usually able to fully resolve any complaints or issues. From time to time, however, a situation remains unsolvable. If we have not been able to resolve your complaint, you can contact the Complaints Institute for Financial Services Foundation, or Kifid. This institute is a recognised and independent institution where you can have your complaint assessed. You must submit your complaint to this institute within three months after we have notified you of our decision in writing. Of course, you can also submit your complaint to the Civil Court.

Information about the Complaints Institute for Financial Services Foundation (Klachteninstituut Financiële Dienstverlening Kifid, Kifid): www.kifid.nl (page in Dutch)

The affiliation number, under which our firm is listed at Kifid: 300.016142

AFM (Netherlands Authority for the Financial Markets) licence number: 12043617

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