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# Information regarding the complaints procedure of Global Property Research

# Complaints procedure

Global Property Research strives to provide high-quality service. Are you nevertheless unsatisfied? Let us know!

## **How to submit a complaint**

You can submit a complaint in writing or by e-mail to your account manager, the management or to the address below.

[compliance@gpr.nl](mailto:compliance@gpr.nl)

Global Property Research B.V.  
P.O. Box 75666  
1070 AR Amsterdam  
The Netherlands

## **Response time:**

We acknowledge the receipt of your complaint by email within two weeks of receipt of your complaint. In this acknowledgement of receipt we will inform you when you can expect a response from us. You will receive a response to your complaint within 6 weeks at the latest.