

## Services brochure

Our firm specialises in financial services. We would like to tell you more about our approach, which is built around putting our customers first. Our work for you is guided by your circumstances and needs. This services brochure explains how we do this and introduces you to Millenaar Adviesgroep B.V.. The following pages briefly set out our general details, our opening hours, our services and how to get help with complaints.

### 1. Who we are

Name and address

#### Millenaar Adviesgroep B.V.

Postbus 8                      Kruisweg 652  
2130 AA Hoofddorp        2132 CJ Hoofddorp

Our firm represents your interests in relation to financial services.

### 2. Which language will we use?

Our working language is Dutch. However, we will make every effort we can when communicating in English. We will use online translation software to help us do this, which may affect the quality of translations. In view of this, no rights may derived from written communication in English. We reserve the right to arrange for a professional translation whenever this is necessary to ensure you understand the risk you will incur and the obligations that will apply to you. The costs incurred for this will be passed on to you. We will also aim for the highest possible standard in any conversations we conduct with you in English.

### 3. Contacting us

There are many different ways to get in touch with us:

Telephone: +31 (0)23 556 0000

Email: [info@millenaar.nl](mailto:info@millenaar.nl)

Website: [www.millenaar.nl](http://www.millenaar.nl)

Naturally our office is also open to visitors.

On weekdays, we open at 8.30 am and close at 5 pm.

We also offer appointments outside of office hours if required. Millenaar can be reached 24 hours a day. Outside of office hours you have the option to leave us a message on our voicemail service.

### 4. Website

We operate our own website, where you'll find information and tips.

Visit [www.millenaar.nl](http://www.millenaar.nl).

### 5. Memberships and registrations

Our firm has registered with a range of organisations. The main organisations are:

- AFM
- Adfiz
- KiFiD
- Chamber of Commerce
- NVGA

### 6. Netherlands Authority for the Financial Markets (AFM)

AFM has statutory powers to monitor the expertise and integrity of the services provided by financial advisors. Our firm is registered with AFM under number 12006343. The register of licence holders can be accessed at [www.afm.nl](http://www.afm.nl).

### 7. Adfiz

Our firm is a member of Adfiz, a sector organisation for independent financial and insurance advisors. Adfiz members are independent businesses who are free to choose products and providers. Adfiz stipulates as a condition that a member may not be owned or controlled by insurance companies.

## 8. Netherlands Financial Services Complaints Tribunal (KiFid)

We work hard to provide you with the best possible service. However, should our services unexpectedly give cause to complain and we are unable to resolve the matter between us, you will be able to take your complaint to the Netherlands Financial Services Complaints Tribunal (KiFid). We are registered with KiFid under number 300-003503.

## 9. Chamber of Commerce

We are listed in the commercial register of the Chamber of Commerce under number 34039682.

## 10. Netherlands Association of Authorised Insurers (NVGA)

Our firm is a member of NVGA, an association which represents the interests of authorised insurers in general and those of its members in particular.

## 11. Our service

Our firm is listed with AFM, which means we are authorised to act as advisors and brokers for financial products and services offered by a range of providers. The following pages outline what areas we are able and authorised to assist you with:

- **General insurance**  
Most of us will have one or more general insurance policies, in order to insure our cars or the contents of our homes for example. You might also need general insurance offering cover for financial losses as a result of fire, theft or liability. We are authorised to provide both consultancy and brokerage services in relation to general insurance policies.
- **Life insurance**  
There is a wide range of life insurance policies available, from simple products that cover the cost of a funeral to complex products that allow you to fund your retirement. And when you take out a

policy that will pay off your mortgage debt in due course, that can be a type of life insurance too.

We are authorised to provide advice with regard to life insurance policies. We are also permitted to liaise between you and the life insurance provider.

- **Authorised agent**  
A number of insurance companies have also appointed us as their authorised agent for general insurance policies. This means that these companies have granted us authority to accept insurance policies and handle claims on their behalf, for the benefit of our clients. A list of insurance companies that have granted us this authority is provided on request.
- **Securities and investments**  
We are authorised to bring you into contact with financial institutions specialising in investments.

## 12. How do we prepare our advice?

- **Freedom to advise**  
Our firm is under no obligation whatsoever to place financial products with one or more financial institutions. We therefore have complete freedom when preparing advice for you.
- **Entrepreneurial freedom**  
There are no financial institutions, such as banks or insurers, who have any controlling interest in our firm, whether through ownership or otherwise. Our freedom to be able to recommend what we believe to be in your interest is consistent with our freedom as a business.
- **Selected providers**  
There are many providers of financial products and services who operate on the market, with an offering that in many instances includes dozens of different financial products. We pre-select the providers we work with.

This decision is based on numerous factors. Naturally this includes the level of the premiums but we will also look at the quality of the terms and conditions and the institution's history in handling claims for payment. An overview of the insurance companies we work with is provided on request. Whenever we provide advice to you on a specific financial service, we will first attempt to find a product that fits your requirements among our pre-selected providers. However, if we feel that our selection does not include a suitable provider – for instance because your requirements are highly specific – we will widen our search to include other financial products available on the market. If this applies, we will tell you in advance.

### 13. How we are remunerated

We receive payment for our services in a number of different ways. Our remuneration can take one of four forms:

#### 1. Payment on a commission basis

This type of remuneration is in principle standard for all for all general insurance, health insurance and life insurance policies. The insurance company(ies) with whom your insurance policy has been placed pay(s) us a fee, which is included in the premium(s), the amount in monthly charges, the purchase price or the amount of fees charged to you.

#### 2. Payment according to an hourly rate

Some of the services we provide are subject to an hourly rate. The invoice amount is not linked to the financial product you purchase through us. The invoice amount is always the amount you will need to pay, including if you ultimately decide not to purchase a product through us. Before we initiate an assignment, we will confirm the hourly rate to you and prepare an assessment outlining the scope of the service and the costs this will entail.

#### 3. Payment according to a fixed fee

Some of our services are subject to a fixed fee. The level of the fixed fee is not linked to the financial product you purchase through us. The fixed fee is always the amount you will need to pay, including if you ultimately decide not to purchase the product through us. We will confirm the scope of the service and the level of the fixed fee in writing before we commence an assignment. Services are only ever subject to a fixed fee if we have confirmed this in writing in advance.

#### 4. Payment according to a subscription

Some of our services take the form of a subscription. We will confirm the scope and duration of the service as well as the subscription cost in writing before we commence an assignment. Services will only ever take the form of a subscription if this has been confirmed in writing in advance. Services will only ever take the form of a subscription if this has been confirmed in writing in advance.

In some instances, we may also apply combinations of these types of remuneration.

### 14. In-house remuneration policy

Our service focuses on putting the customer first. This is also reflected in the remuneration policy for our staff. Their compensation (their salary plus other conditions of employment) is determined in part by a variable component. The amount of the variable component depends on the quality and volume of their work.

Their variable remuneration will never be a reason for them to advise a particular level or type of financial product. The provisions of Section 1:120, subsection 2b, of the Dutch Financial Supervision Act (Wet op het financieel toezicht) does not apply to our staff. Any increase in the fixed component of their compensation will not be based on the number or type of financial products they advise.

## 15. We need to ask you to do your part

To enable us to represent your interests in financial services as effectively as possible, there are a number of things we must ask you to do.

- Providing full and accurate information  
Our recommendations depend on the information you provide to us. In the interest of the relationship between you and us, we ask that you keep us informed of any developments.  
Examples include when your income changes or if you have recently spent significantly sums on your house. The information we receive from you is used to inform the advice we provide to you.

- Full picture  
It is useful to think of your financial position as a puzzle. The full picture does not emerge until all the pieces are present. You may have purchased specific financial products elsewhere and also receive guidance from another provider. However, in order for us to represent your interests as best we can, we need to have the full picture.

This prevents a scenario in which we might not draw your attention to a specific risk, based on an assumption that you have made arrangements in that regard elsewhere. This is why we ask for your help in building a full picture of the financial services you have in place.

- Notification of changes  
We must naturally ask you to tell us about any changes in your personal circumstances that could have an impact on your package of financial services. Examples include moving house, changing jobs, getting married, becoming a parent or becoming unemployed or unable to work.

- Reviewing information

If you have asked us to arrange a particular financial service for you, we will often send you information about this. In some cases, this is information the law requires us to provide to you. But we may also send you information if we believe this can help you to get an even better overview of new or existing financial products and services.

Please carefully read any information we send to you and ask us if you need help. We will always ask you to review any policy documents and other agreements, in order to check whether they have been prepared in line with your requirements. Needless to say we will also have checked those documents ourselves.

## 16. In case of complaints

We work hard to represent your interests in relation to financial services to the best of our ability. But we are not immune from mistakes. If a mistake happens, you may wish to complain.

We kindly ask that you bring any complaint to the attention of our management board first. In many cases, we will be able to quickly put things right.

However, if we do not succeed in resolving the issue between us, you will always be able to take your complaint to the Netherlands Financial Services Complaints Tribunal (KiFid):

Klachteninstituut Financiële Dienstverlening  
Postbus 93257  
2509 AG Den Haag

Telephone: 0900-3552248 (10 ct/min.)

Email: [info@kifid.nl](mailto:info@kifid.nl)

Website: [www.kifid.nl](http://www.kifid.nl)

Your complaint will be reviewed at no cost to you.

We can offer you more

We look after the interests of our clients in the  
broad-ranging field of financial services.

Our services encompass more than this brochure  
allows us to describe. If you have any questions,  
please don't hesitate to ask us for further  
information.

We will be happy to help.