

What to do if you have a complaint?



I have a complaint



Get in contact with our Service Desk

Resolved?

Not resolved?



We are glad that we have resolved your complaint together



Send your complaint to the Philips Pensioenfonds Complaints Committee



You receive a letter with our decision

Resolved?

Not resolved?



Geschillen
Instantie
Pensioenfonds

Refer your complaint to the Dutch Institute for pension fund complaints



Or take your complaint straight to court

1 Resolve your complaint with the Service Desk

If you are unhappy, our Service Desk is the first point of contact. For a list of all our contact details visit www.philipspensioenfonds.nl/en/contact.

If you call our **telephone number**, we will see whether we can come to a mutually acceptable solution right away. If you contact us by **email** or by **letter**, the Service Desk will get back to you by telephone or in writing **within 10 business days**.

2 Refer your complaint to the Complaints Committee

If you are not happy with the Service Desk's response, Philips Pensioenfonds has a **Complaints Committee** where you can send your complaint in writing (digitally or by letter).

Within 10 business days after receipt, you will receive a letter of confirmation, telling you when to expect the Complaints Committee's decision on your complaint. Usually the Complaints Committee will decide on your complaint **within 10 weeks**.

3 Refer your complaint to an external authority

If you want, you may refer your complaint as a dispute to the **Dutch Institute for pension fund complaints and disputes**. They are acknowledged as an ADR (Alternative Dispute Resolution) instance.

If you want, you can also take your complaint as a dispute straight to **court**.