

William Blair B.V. Complaints Procedure

William Blair B.V. has a complaints procedure in place to be able to handle client complaints in an efficient, transparent and balanced way in line with applicable laws and regulations.

1. Definition of a complaint

A complaint is defined as an expression of displeasure by an identified client. A request for information, an opinion, explanation of a product or service and a subpoena are not considered a complaint.

2. Complaints procedure

Should you be in the unfortunate position of having a complaint, you can inform us as follows:

- By e-mail at EUKCompliance@williamblair.com
- In writing by sending a complaint letter to William Blair B.V. at the following address:
William Blair B.V.
Attn: Compliance Officer
Noma House
Gustav Mahlerlaan 1212
1081 LA Amsterdam

Please include the following in your complaint:

- a clear description of the complaint;
- your name, address, telephone number and (if possible) your email address; and
- copies of any information that is relevant for the handling of your complaint.

3. Timelines Complaints handling

William Blair B.V. seeks to:

- Within a maximum of 10 working days, from the time the complaint was received, to send an acknowledgement of receipt, unless the complaint can be answered and/or settled within the same timeframe.
- Within 2 months of receipt of the complaint, to answer and/or settle the complaint, with the exception of specific or exceptional cases following which William Blair B.V. will send the client a written response explaining the reason for the delay, giving an update as to expected timing.