



## Complaints procedure

We do our best to be of good service to you. If you are nevertheless dissatisfied with our service, please do not hesitate to contact us, because complaints can often be solved easily. Other observations or remarks are also welcome.

### How to submit a complaint

#### You accrue pension with Centraal Beheer PPI

Fill out the complaint form on your [personal pension portal](#). Describe in the clearest possible terms why you are dissatisfied with our service. Do not forget to include your phone number. That way we can respond to your question or complaint faster. We will only use your phone number if necessary.

Are you accruing pension with Centraal Beheer PPI, but do you not (yet) have access to the personal pension portal? Please complete our [online complaint form](#).

#### You are an employer or advisor

Do you have a complaint? Please contact your account manager.

### When will you receive a response?

You have submitted your complaint. We will do our best to respond to your complaint within five business days. If we are unable to do so, we will let you know.

### You disagree with our final decision

In that case, you can submit your complaint to the Pensions Ombudsman. You can submit your complaint to the Pensions Ombudsman either online or by letter.

Pensions Ombudsman  
Postbus 93560  
2509 AN The Hague  
Telephone: 070 - 349 96 20  
Website: [ombudsmanpensioenen.nl](http://ombudsmanpensioenen.nl)

The Pensions Ombudsman handles complaints and disputes about the administration of pension scheme rules. It does so as an independent institution. We adhere to the advice given by the Pensions Ombudsman. We will deviate from this advice only if there are compelling reasons to do so. Employers cannot submit complaints to the Pensions Ombudsman.

### You are dissatisfied with the solution for your complaint about risk cover

In that case, please contact the Financial Services Complaints Institute (Kifid). More information and a complaint form can be found on the Kifid website. You can also call or send a letter.

Financial Services Complaints Institute (Kifid)  
Postbus 93257  
2509 AG The Hague.  
Telephone: 070 - 333 89 99  
Website: [kifid.nl](http://kifid.nl)



**You can also take the issue to the Subdistrict Court**

If you are dissatisfied with the outcome or handling of your complaint, you can also take the issue straight to the Subdistrict Court. You are under no obligation to follow our complaints procedure first.