

SERVICE GUIDE

You are our client, we work on your behalf and in your interest. That's our mutual relationship. We strive for optimal contact, which is why we think it is important that you have a good insight into the services we offer. In this service guide we give you a clear picture of this. If you have any questions or comments about this after reading this, we are happy to help you.

Adelaer: what we do and for whom.

Adelaer is a financing and brokerage boutique. Adelaer specialises in mediating in financing, buying and selling investment and corporate real estate portfolios, equity partnerships, exit strategies and asset management. We advise, mediate and guide only professional, business clients. We explicitly do not work **for consumers**.

According to the Financial Supervision Act, a 'consumer' is a natural person who acts for purposes that fall outside business or professional activities. Adelaer does not offer its services to persons who qualify as consumers under the Financial Supervision Act. We are only happy to be of service to the business client or investor (the "non-consumer").

Working method in General

We make an inventory together with you. We then determine your wishes and needs. We base our advice and/or mediation on this.

We advise which products in our opinion fit well with your wishes and fit your business circumstances. We then approach selected market parties and consult with these parties on your behalf. After we have identified interested parties, we will guide you in the contacts with these parties.

When performing our services, we can also use external experts and we are often the point of contact for external experts such as a notary, lawyer, tax specialist, accountant or appraiser. This is done in consultation with you.

We constantly strive to serve you in a good and professional manner. The quality of our services is paramount. We want to enter into the relationship with you and strive to ensure that it will run satisfactorily for a long time.

Our services

Adelaer does not advise and mediate for objects that are offered to more than one hundred consumers and/or for an amount of less than € 100.000,- are offered.

For the execution of our services, we have your data. In accordance with the General Data Protection Regulation (GDPR), you can count on us to handle this with care. Your personal data will only be used for the purpose of advice and mediation for which you have commissioned us.

Our position in relation to the providers

Advice-free

Our firm has no contractual obligation to place financial products with one or more financial institutions. We are therefore completely free in our advice.

Entrepreneurial freedom

No financial institution has an ownership interest or control in our company. This freedom to be able to advise you independently on what we consider in your interest goes hand in hand with our freedom as an entrepreneur.

Objectivity

We can provide you with completely independent advice. Our advice is not affected by complications with banking matters. We also work without a power of attorney from a lender, in order not to have any legal or financial disruption in our objectivity.

Choice of providers

The market has many providers of financial products and services. We work with a team of specialists who make it possible to make an objective analysis of the relevant supply in relation to your demand.

From this we then select the offer that fits well with your professional/business demand. We make the selection based on objective analysis of a large number of factors, both financial and contractual. Because we work in this way, we can act as an unfettered, objective mediator for you.

No AFM License

No permit is required for our services. That is why we are not supervised by the Netherlands Authority for the Financial Markets (AFM). Our company is also not registered in the AFM register.

Our accessibility

We want to be easily accessible to our relations. You can contact us in the following way:

Correspondence address :	: Vughterweg 47N, 5211 CK 's-Hertogenbosch
Telefoon	: +31 (0) 88 1300 400
E-mail	: info@adelaer.nl
Websites	: www.adelaer.nl
location addresses	: you will find these on our website

We are available for you almost 24 hours a day. Our offices are open on weekdays from 09:00 to 17:00.

Outside office hours, you can simply contact us via your advisor's mobile phone number.

Appointments outside office hours at our office or at your office are of course also possible in good consultation.

Complaints?

If you have a complaint about a handling, about our working method in general or about inadequate information about the way in which we provide services, we ask you to inform us as soon as possible. All complaints are handled under the responsibility of the management.