

# GE EUROPEAN PENSION FUND

## COMPLAINT HANDLING PROCEDURE

### Version Control:

Date	Version	Author	Approval
11 December 2020	2	WTW/DMC	BoD
[●] January 2024	3	WTW/ DMC	BoD

### Section I - General Provisions

---

#### Article 1 - Definitions

In these regulations the following means:

- **Institution:** Institution for occupational retirement provision 'GE Pension Fund OFP' (hereinafter: IORP)
- **Interested Party:** the person who can derive or believes that he can derive rights from the *Institution* pursuant to the by-laws and/or the pension rules administered by the *Institution*.
- **Complaint:** a statement by the *Interested Party* that he feels he has been wrongly dealt with by the *Institution*.
- **Address:** 2-4 Rond Point Schuman, 1040 Brussels, Belgium

### Section II: Complaints Procedure

---

#### Article 2 - Admissibility of the complaint

The complaint must meet a number of conditions before it is deemed admissible.

- The complaint may not be anonymous and must state the name and address, e-mail and telephone number of the *Interested Party*;
- The complaint must be sent in writing or by e-mail;
- The complaint may not be about a complaint from the *Interested Party* which is currently being dealt with or which has already been dealt with and has been definitively ruled on unless new evidence has come to light.

Any *Interested Party* with a Dutch pension scheme which is currently managed by the institution, shall, upon the occurrence of a complaint about the implementation of the scheme by the Dutch pension provider or about matters falling under Dutch social and labour law, follow a separate procedure as laid down in the Dutch Section Disputes & Complaints Procedure, in accordance with the applicable Dutch social and labour law. This procedure is attached to this document as Appendix 2.

### **Article 3 - Filing a complaint**

An *Interested Party* must send his complaint in writing to Willis Towers Watson in Belgium [at the address as mentioned on the complaint form]. The complaint must be documented by completing the complaint form in the format appended to this procedure.

In this complaint, the *Interested Party* must describe the complaint and provide all relevant information. This can include: where, when, why the *Interested Party* believes he was wrongly treated, what happened exactly, what has already been done about it if relevant, and so on. Documents supporting the complaint must be appended.

### **Article 4 - Notification and reporting of the complaint**

Willis Towers Watson will record that the complaint has been received and present the complaint to the Chairman of the Board of Directors of the *Institution* within two weeks of receipt of the complaint form.

Willis Towers Watson will acknowledge receipt of the complaint in writing to the *Interested Party* within two weeks of receipt of the complaint form.

### **Article 5 - Admissibility investigation**

The Board of Directors will investigate the admissibility of the complaint within two months of receipt of the complaint form.

A complaint is admissible if it corresponds to the definition and conditions set out in article 2.

If the complaint is found to be admissible, the Board of Directors will notify the *Interested Party* accordingly and summarise the next steps in the process together with the expected timing for the handling of the complaint.

In the event that the complaint is declared inadmissible, the reason for this decision will be given in the letter.

### **Article 6 - Investigation of the complaint**

The complaint will be handled confidentially. Anyone involved in handling the complaint is obliged to respect such confidentiality.

Following admissibility, the Board of Directors is required to investigate the lodged complaint. To do so the Board may seek further information from the *Interested Party* either orally or in writing.

The Board may refer the investigation of the complaint to another operational body or a Country Committee when the subject of the complaint justifies it or he may seek such information from that other body of Country Committee as is necessary to investigate the complaint. That other operational body or Country Committee may also seek further information from the *Interested Party* either orally or in writing.

If requested, the Board of Directors or the other operational body or a Country Committee will allow the *Interested Party* to be heard on a date and at a place agreed mutually. This date will be agreed at least two weeks in advance unless both parties agree to it taking place earlier.

The investigation of the complaint must be completed within a reasonable period. This period should ordinarily not exceed a period of 3 months. In the event that the investigation cannot be completed within the period of 3 months, the Board will notify the Interested Party in writing before the expiry of this period. This period commences from the date of the written report with regard to the admissibility of the complaint.


## Article 7 - Opinion

As soon as possible after the investigation of the facts and any hearing of the *Interested Party*, the Board of Directors or the other operational body or the Country Committee will send its written opinion within a reasonable time period to the *Interested Party*, stating any measures taken with regard to the complaint.

This compliant handling procedure does not foresee an appeal if a complaint is rejected unless the new evidence has come to light concerning the existing complaint.

Any *Interested Party* with a Dutch pension plan which is currently managed by the institution, can, in accordance with the applicable Dutch social and labour law, file an appeal with a district judge in the Netherlands, in such situations where the complaint can be considered as a claim referred to the stipulations in article 216 of the Dutch Pension law.

Approved by the Board of Directors on 1 March 2024.

DocuSigned by:  
  
15AAF1C2D79B47E...

Bryan Falato  
Director – President

GE Pension Fund OFF  
Organism for Financing Pensions  
2-4 Rond Point Schuman, 1040 Brussels, Belgium  
Company number  
Institution for occupational retirement provision admitted by Royal Decree of ....  
Registered with the FSMA under number

**GE Pension Fund OFF**

**APPENDIX I - COMPLAINT FORM**

**Your details**

Mr/Ms

First name .....

Last name .....

Address .....

Postal code - city .....

Telephone number .....

E-mail address .....

Date when you established the fact that the complaint is based on .....

**Description of your complaint**

.....  
.....  
.....  
.....  
.....

**Your request**

.....  
.....  
.....  
.....

Date

Signature

Please return to this form to the following address:

Willis Towers Watson Consulting BV  
Clara Bonneton  
Da Vincilaan 5 Building  
Caprese  
1930 Zaventem  
Belgium

GE Pension Fund OFP  
Organism for Financing Pensions  
2-4 Rond Point Schuman, 1040 Brussels, Belgium  
Company number  
Institution for occupational retirement provision admitted by Royal Decree of ....  
Registered with the FSMA under number

## **APPENDIX 2: DUTCH SECTION COMPLAINTS AND DISPUTE RESOLUTION**