

## QUALITY PROTOCOL BEER ADVOCATEN

You have decided to have yourself represented by our firm. We appreciate your choice and wish to provide you with high-quality services. The purpose of this quality protocol is to realise this wish.

There are several aspects to quality. In our opinion it is self-evident that the lawyers of our firm have had a good legal education and take continuing education courses every year to stay current professionally. Also important is that our lawyers are well-versed in the type of cases that our firm takes on. Knowledge and experience are major requirements for proper legal assistance. But we think that quality goes farther; for instance, we like to take a stand as a firm, to further transparency and avoid conflicts of interests. Our firm embraces a culture of openness in which we can discuss cases and problems. We practise a peer feedback system that allows for an ongoing discussion about how things could be improved. Please find below a list of what we seek to attain when handling cases.

The lawyers at our firm act for personal injury victims or their surviving relatives only and not for liability insurers. Our first goal is to establish an **excellent working relationship** with our clients, among other things by:

1. talking to you in person at the start of the case, preferably at our offices, but for less-abled clients we can come to the client's home, the hospital or the rehabilitation centre for our first interview;
2. giving you clear and comprehensible information about your legal and financial position;
3. being accessible, which means that when you contact us we will initially speak to you in person where possible (if we can't, you will be called back as soon as possible if you wish) and will promptly answer E-mails;
4. updating you regularly orally and/or in writing; this means, among other things, that we will send you copies of all incoming and outgoing documents, where possible giving an indication of when you can expect our next communication;
5. treating privacy sensitive information such as your medical data with great care.

Second, we will be your **guide in the settlement process**, taking an active role. This means that in consultation with you we will:

1. monitor your case's progress;
2. deal with incoming correspondence (including E-mails) within two weeks, in principle;
3. gather the documents required to establish liability, such as a police registration set, official reports of the police or the Health and Safety Inspectorate, information from the vehicle registration system or trade register, etc.;
4. collect the medical data required for the case;
5. gather the necessary information from the employer or the Employee Insurance Agency;

6. take inventory carefully and regularly, if necessary with the help of a claims assessor or accountant;
7. ask the liable party in time to provide you with an adequate advance based on provisionally assessed damages;
8. make well-founded proposals to the liable party regarding the examinations to be carried out by (medical) experts;
9. take the case to court, if necessary.

Third, we guarantee **high-quality services**:

1. we devote our full practice to the handling of personal injury cases;
2. we arrange for continuing education courses on personal injury law, by organising in-house training courses and by attending courses organised by professional institutes;
3. we keep up with current developments in law, and exchange information during our weekly meetings and feedback sessions and apply those developments in practice;
4. we are able to understand the medical aspects of a personal injury case, where necessary with the help of the medical advisors associated with our firm;
5. We initiate meetings with colleagues if this benefits your case.

On a final note: we will make clear agreements with you about the **financial aspects** of our services. We will provide you with information:

1. about our general terms and conditions, which apply to the legal relationship with our clients;
2. about the applicable criteria of eligibility for legal aid;
3. About our hourly rates, the additional costs and the possibility of recovering (part of) those costs from the liable party.

Amsterdam, January 2019