

## Cleverbridge GmbH and Cleverbridge Inc. Notice of Dispute

At Cleverbridge GmbH and Cleverbridge Inc. ("Cleverbridge") we are committed to resolve customer disputes in a fair and efficient manner. If you are not satisfied with the resolution that our customer service has offered to you in connection with the issue that you are experiencing, you may notify us of your dispute by sending a copy of this form to the Cleverbridge legal department.

Please fill out this form entirely and legible, retain a copy for your records and send the completed form by mail or courier to your respective reseller:

Cleverbridge GmbH  
ATTN: General Counsel  
Gereonstr. 43-65  
50670 Cologne  
Germany

or

Cleverbridge, Inc.  
ATTN: General Counsel  
350 N Clark St Suite 700  
Chicago, IL 60654  
USA

A representative of Cleverbridge will respond within fourteen (14) days after receiving your notice. If your dispute is not resolved to your satisfaction within thirty (30) days after the notice was received, you may commence arbitration by submitting a Demand for Arbitration to the American Arbitration Association (AAA), as further described in Cleverbridge's General Terms and Conditions of Business.

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Customer name

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Email address

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Reference number

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Telephone number

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Full billing address

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If you are representing an entity in connection with this dispute, please provide your name and your title.

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Please describe the nature of your dispute and attach copies of any supporting documents that you believe are material to the dispute. If necessary, please use the remaining space on this notice, or add another page to provide additional information.

Please describe the relief ("Demand") that you would like from Cleverbridge.

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Date

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Signature