



Customer Feedback.



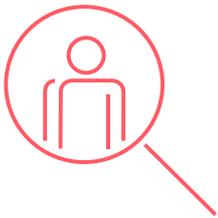
Mike Jones
Head of Central
London

Dear Customer,

We always strive to provide you with an exceptional experience based around our four company values - Customer Focus, Collaboration, Inclusivity and Integrity. However, we realise that on occasion we don't always get it right. It is essential that we continue to grow and constantly improve, you can help us by providing feedback on our services. We want to hear from you - positive feedback or areas where we can improve. We will listen, respond and use your feedback to improve our service.

We have put together a simple three-staged process designed to make it easy for you to tell us where we fail to meet your expectations. If you feel that an issue has not been resolved satisfactorily or fairly through your usual point of contact and would like to make a formal complaint, please see our three-stage process below.

Our Values.



Customer Focus.



Collaboration.



Inclusivity.



Integrity.

Our Feedback Process.

We undertake the following procedure in handling your complaint or feedback:

Stage.



Please email us at feedback@eu.jll.com or send a letter to **JLL | 7 Air Street | London W1B 5AD** and mark the matter 'Formal Complaint'. Where possible please enclose copies of correspondence relevant to the issue.

Stage.



We will acknowledge receipt of your correspondence within **one** working day of receipt. We will escalate to the Head of the relevant Department for review and response. We commit to providing you with a full response within **three** working days.

Stage.



In some circumstances we may need to seek further technical advice to ensure we provide you with an appropriate response, this may therefore, necessitate additional time. In these instances, we will keep you regularly updated until the issue is resolved to your satisfaction.