

Our staff naturally do their utmost to handle your questions and comments correctly. Unfortunately, a situation may still arise with which you are not satisfied. In that case, correct and prompt handling is important. We would therefore like to draw your attention to the following:

Comments on the amount of compensation or non-payment of compensation

A comment is a notification from a rightholder to Sena showing that you disagree with the amount of compensation paid by Sena or with the non-payment of compensation, or if you have questions about this or request correction of administrative errors.

You must submit your comment to Sena, together with a clear justification, no later than three months after payment or after the specification of an announced payment has been sent, or after the year of distribution. You can address your comment to:

Sena
Attn. Servicedesk
P.O. Box 113
1200 AC Hilversum

Or by email: sena@sena.nl

After receiving your comment, Sena will handle it within three months and inform you accordingly. If the comment is so complex that it cannot be handled within three months, for example because Sena depends on information from third parties, Sena may extend the response period to a maximum of one year. Sena will keep you informed of this in writing in the meantime (every six months). For comments relating to use abroad, the one-year period does not apply due to dependence on the availability and delivery of relevant information from foreign sister societies. In that case, Sena will make separate arrangements with you regarding the handling period.

If your comment has not been handled within the applicable period, or if it has not been handled to your satisfaction, or if you have not received a decision on your comment, you may submit the resulting dispute to Sena's Distribution Disputes Committee within three months after the aforementioned period has expired. You can find the regulations of Sena's Distribution Disputes Committee [here](#).

Complaints from rightholders

A complaint is a written notification, other than a comment, from a rightholder showing that their expectations have not been met and that is not a misunderstanding or lack of information that can be remedied quickly.

If you are dissatisfied with Sena or with a decision by Sena that affects you individually and directly in your interests, you can submit a complaint to us. You must submit your complaint to Sena, together with a clear justification, no later than three months after the complaint arose. You can address your complaint to:

Sena
Attn. Servicedesk



Complaints and disputes rightholders

P.O. Box 113
1200 AC Hilversum

Or by email: sena@sena.nl

Sena will acknowledge receipt of your complaint within two months. Your complaint will be reviewed and handled within three months, after which Sena will inform you of the outcome. If the complaint is so complex that it cannot be handled within three months, for example because Sena depends on information from third parties, Sena may extend the response period to a maximum of one year. Sena will keep you informed of this in writing in the meantime (every six months). For complaints where Sena depends on the availability and delivery of relevant information from foreign sister societies, the one-year period does not apply. In that case, Sena will make separate arrangements with you regarding the handling period.

If your complaint has not been handled within the applicable period, or if it has not been handled to your satisfaction, or if you have not received a response to your complaint, you may submit the resulting dispute to Sena's Distribution Disputes Committee within three months after the aforementioned period has expired. You can find the regulations of Sena's Distribution Disputes Committee [here](#).

Distribution Disputes Committee

To ensure the proper handling of disputes that may arise in connection with the Distribution Regulations and/or the handling of comments and complaints, Sena has established a Disputes Committee.

The party most ready to proceed in the dispute may submit a written request for the dispute to be handled by the Disputes Committee:

Secretariat Sena Disputes Committee
P.O. Box 113
1200 AC Hilversum

The Disputes Committee will decide by way of binding advice, unless one of the parties indicates within one month after submission of the request that they prefer to have the dispute settled by the courts.

For more information about the Disputes Committee, please refer to article 6 of the General Distribution Regulations and the regulations of the Disputes Committee.