

[FRA - Directorate, A-1040 Wien; Schwarzenbergplatz 11]

Mr Bertrand Wägenbaur  
Rue des Colonies, 11  
1000 - Bruxelles

Vienna,

**Subject: Complaint proceeding**

Dear Mr Wägenbaur,

With reference to your offer dated 08/02/2010 on the quotation for the required services, we would like to confirm the assignment of the consultancy on the complaint proceeding as follows:

- Analysis of the case files with assesment of the factual
- Meeting(s) on the case
- Preparation of a reply to the complaint (if needed)

European Union Agency for  
Fundamental Rights

Agence des droits fondamentaux  
de l'Union Européenne

Agentur der Europäischen Union  
für Grundrechte

In the context of the legal assistance, we would like to organise a meeting on Friday 12<sup>th</sup> of February in our premises. *will contact you*  
in order to arrange your travel and accommodation to Vienna.

FRA  
Directorate  
Schwarzenbergplatz 11  
A - 1040 Vienna  
Austria

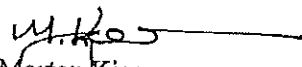
Please note that submission of your quotation implies the acceptance of the General Conditions for Low Value contracts and, where appropriate, waiver of your own general or specific terms and conditions. It is binding on the contractor to whom the contract is awarded for the duration of the contract.

Morten Kjaerum  
Director  
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http://fra.europa.eu

Please find here attached the general condition for low value contracts and an information note on the protection of personal data related to the case.

I kindly ask you a confirmation in writing on the acceptance of this assignment.

Kind regards,

  
Morten Kjaerum  
Director

**Attachments**

- General condition for low value contracts
- Information note on data protection