SOCIETE GENERALE

COMPLAINTS HANDLING POLICY SUMMARY

Societe Generale, London Branch

November 2026

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Member of the London Stock Exchange Incorporated in France with limited liability. Registered in England and Wales number BR 000021.

Societe Generale is a French credit institution (bank) authorised and supervised by the European Central Bank and the Autorité de Contrôle Prudentiel et de Résolution (the French Prudential Control and Resolution Authority) and regulated by the Autorité des Marchés Financiers (the French financial markets regulator). Societe Generale London Branch is authorised by the Prudential Regulation Authority and is subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

Introduction

Building strong and lasting relationships with our clients is important to us. Societe Generale, London Branch (**SGLB**) is committed to providing a high standard of service to its clients at all times. However, we know that sometimes things can go wrong and when this happens, we encourage clients to tell us about it.

Informing us when you are unhappy with one of our products or services provides us with an opportunity to consider the matter, put things right where appropriate and improve our service to you and to all our clients generally. This summary explains how to raise a complaint, how we will acknowledge, investigate and respond to it, the main timelines that apply and the external escalation routes that may be available. SGLB adheres to a rigorous complaints handling process, which is underpinned by our Complaints Handling Policy as summarised here. This summary is available on the SGLB website[1].

Definition of a complaint

SGLB is bound by both the Financial Conduct Authority (**FCA**) and Societe Generale Group (**SG Group**) definitions of a complaint.

A complaint is defined as any expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide, a financial service, a financial product, or a redress determination. A complaint can be oral or written and need not be accompanied by reasons or explanation. A request for explanation, clarification, tariff or pricing negotiations, general advice or service about a particular matter is not a complaint.

A complaint can be raised by any person, including a body of persons corporate or unincorporate (that is, a natural person, a legal person and, for example, a partnership), in relation to any aspect of financial services activities carried on from or by SGLB.

A person raising a complaint is referred to as a complainant. A complaint can be presented by the complainant themselves, or by a third party acting on their behalf.

A complainant may be a client, a potential client, or a counterparty. A complainant may also be a non-client third party (such as a prospect), or any other third party using Societe Generale products or services.

It is not necessary for the complainant to live in, be based in, have been onboarded or contracted in the United Kingdom (UK).

How to complain

We are committed to providing the best possible service. However, if at any point you become unhappy or concerned about a service or product we have provided, please inform us immediately so that we can do our best to resolve the problem.

If you have a complaint, you or a third party acting on your behalf may raise it orally or in writing with any SGLB member of staff, including:

a) the person who is your regular contact at SGLB; or

b) Head of UK Wholesale Banking Compliance
One Bank Street
London
Canary Wharf
E14 4SG
United Kingdom

[1] Complaints Handling - Societe Generale London Branch - Societe Generale United Kingdom

We will do our very best to resolve your complaint as soon as possible. In doing so, we may ask for any additional information where necessary.

Application

We treat complaints fairly and promptly and in compliance with applicable laws and regulatory requirements. We will investigate complaints competently, diligently and impartially and provide a clear, fair and evidence-based response.

Your complaint:

- is a **Financial Ombudsman Service (FOS) Eligible Complaint** if it is of relevance to the FOS;
- is a Payment Services Regulations (PSR) Complaint if it relates to rights and obligations arising under Parts 6 and 7 of the Payment Services Regulations 2017 in connection with payment services provided by SGLB;
- is a **Markets in Financial Instruments Directive (MiFID) Complaint** if it relates to the provision of a MiFID investment service, MiFID ancillary service, or the selling or advising of a structured deposit; or
- is a **Societe Generale Indices Complaint** if it concerns Societe Generale proprietary indices.
- may also be another complaint that does not fall within the categories above, in which case it will still be handled in accordance with this complaints process.

Acknowledging your complaint

The timeline for acknowledging your complaint will depend on the type of complaint you raise. For all complaints, the written acknowledgement we issue will either:

- Respond to your complaint in full; or
- Indicate that we need further time to properly investigate your complaint and set out when we expect to provide you with a response.
- Our acknowledgement will also provide contact details for the team handling your complaint and, where relevant, explain if your complaint has been transferred to another team or entity for handling.

PSR complaints: we will send you a written acknowledgement as soon as possible and by no later than the end of the next UK business day.

For all other complaints: We will send you a written confirmation that we have received your complaint as soon as possible, and no later than the end of the second UK business day after receiving your complaint. We will also send you a written acknowledgement for your complaint, no later than ten days after receiving your complaint.

Responding to your complaint

The timeline for responding to a complaint will depend on the type of complaint you raise.

Our response will address the substance of your complaint, explain the outcome of our assessment, set out the reasons for our decision and describe any redress or corrective action where applicable.

PSR complaints

For PSR complaints, we will provide you with a final response within 15 UK business days following our receipt of your complaint, or in exceptional circumstances (being only a situation beyond SGLB's control) within 35 UK business days following receipt of your complaint.

For all other complaints

If we can resolve your complaint within three UK business days following receipt of your complaint, we will provide you with a written **Complaint Resolution Summary**. This will acknowledge your complaint and set out the findings of our full investigation of the matters giving rise to your complaint, as well as our view of whether your complaint should be upheld or not and if so what remedial action and/or redress we feel is appropriate. We will also inform you that we now consider the complaint to be resolved.

If we cannot resolve your complaint within three UK business days, we will provide you, within eight weeks of receiving your complaint, with either:

a) a **Final Written Response** – which will set out the findings of our full investigation into the complaint, and either:

   i. accept the complaint, and, where appropriate, offer redress or remedial action; or

   ii. offer redress or remedial action without accepting the complaint; or

   iii. reject the complaint and gives reasons for doing so.

b) a **Further Written Response** which:

   i. explains why we are not in a position to make a final response; and

   ii. explains when we expect to provide you with a final response.

If you are a FOS-Eligible Complainant, when we send you a Complaint Resolution Summary, a Further Written Response or a Final Written Response, we will also inform you that:

- if you subsequently decide that you are dissatisfied with the resolution of the complaint, you may now be able to refer the complaint to the FOS but must do so within 6 months; and
- further information about making a complaint to the FOS can be found on the website of the FOS at: www.financial-ombudsman.org.uk.

Resolving the complaint

A complaint is resolved when you indicate, either verbally or in writing, acceptance of our findings as set out in our Summary Resolution Communication or our Final Written Response.

If you are dissatisfied with the resolution of the complaint, you can use alternative channels to obtain redress:

- If you are a FOS-Eligible Complainant, you may have recourse to the FOS.
- In relation to payment services, you may be entitled to:
  - submit information to the Financial Conduct Authority by post to 12 Endeavour Square, London, E20 1JN or online at https://www.fca.org.uk/contact, where you feel that we have failed to meet our legal requirements; or
  - make a PSR complaint to the Payment Systems Regulator by post to 12 Endeavour Square, London, E20 1JN or via email to PSD2Complaints@psr.org.uk.
- All clients may be entitled to start proceedings in a civil court.

Am I a FOS Eligible Complainant?

A FOS-Eligible Complainant may be entitled to take their complaint to the FOS and is defined as:

- A natural person (i.e., an individual human being) acting outside their trade, business or other profession; or
- A micro-enterprise with fewer than 10 employees and having a turnover or balance sheet not exceeding €2 million; or

- A small business having an annual turnover of less than £6.5 million that either employs fewer than 50 people or has a balance sheet total of less than £5 million; or
- A charity with an annual income of less than £6.5 million; or
- The trustee of a trust with a net asset value of less than £5 million, or
- A guarantor, who is an individual who has given a guarantee or security in respect of an obligation or liability of a person who is a micro-enterprise or a small business; or
- In certain cases, a Politically Exposed Person (PEP), specifically where the complaint relates to the identification of the complainant as a PEP, or to an act or omission by SGLB arising from that identification.

FCA Consumer Duty

Where SGLB identifies, through complaints, internal monitoring, distributor feedback or any other source, that Retail Customers have suffered foreseeable harm as a result of acts or omissions by SGLB, SGLB will act in good faith and take appropriate action to rectify the situation, including providing redress where appropriate.

Complaint data and complaint root cause analysis may also be considered, where relevant, as part of SGLB Consumer Duty outcomes monitoring, product governance and management reporting arrangements.

Client awareness

This summary is available free of charge on our website and is provided to clients or potential clients:

- at, or immediately after, the point of sale, or during the client onboarding process; or
- where the activity does not involve a sale, at, or immediately after, the point when contact is first made with a FOS-Eligible Complainant;
- upon request; and
- when acknowledging a complaint from a FOS-Eligible Complainant.