

# Complaints Procedure in the Netherlands

If you are not satisfied with the service provided by Societe Generale, Amsterdam branch, you may submit a complaint. To allow you to know which steps you should take if you are not satisfied, please find below our complaints procedure.

## SUBMITTING A COMPLAINT TO SOCIETE GENERALE

You may submit your complaint to us in different ways:

- By calling your sales contact person.
- By sending us an e-mail to the following address: [complaints.nl@sgcib.com](mailto:complaints.nl@sgcib.com)
- By sending us a letter to the following address: Société Générale, Amsterdam Branch, Rembrandt Tower, Amstelplein 1, 1096 HA Amsterdam, The Netherlands, to the attention of legal and compliance department.

In your communication, please provide us with the following elements so that your complaint can be handled smoothly:

- a description of your complaint
- your name
- your address details
- your telephone number

## TERM

Subject to specific terms indicated in our general terms (SG General Banking Conditions and SG Account & Payment Conditions), you may submit your complaint up to thirteen months after the occurrence of the incident/fact about which you are complaining, or up to thirteen months after the moment when you could first become aware of the incident/fact.

## RESPONSE

Upon receiving the complaint, the claim shall be examined and transmitted to the appropriate department. An acknowledgement of receipt is sent to you within 10 (ten) business days. The department concerned by the complaint shall make every effort to examine it as its earliest convenience and to give you a response within a period not exceeding two months.

## SUBMITTING YOUR COMPLAINT TO A THIRD PARTY

If you are not satisfied with the standpoint taken by Societe Generale, you may refer your complaint to a court competent to handle the matter.