

**SUMMARY OF CLIENTS' COMPLAINTS
HANDLING POLICY
SOCIETE GENERALE – FORGE**

**VERSION 2
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1 - Introduction

1.1 Objectives

As required by both regulation and Société Générale Group policy on clients' complaints, **Société Générale - Forge** ("SG-Forge") has implemented a system for managing clients' complaints. The aim is to ensure that complaints are dealt with effectively and that each complaint receives an appropriate and well-founded response.

1.2 Legal and regulatory framework

In the course of its business, SG-Forge is subject to regulations governing investment firms and licensed digital asset service providers (DASPs), as provided for in the French Monetary and Financial Code and the General Regulation of the French Financial Markets Authority (*Autorité des Marchés Financiers - AMF*).

For digital assets services in particular, Article L. 54-10-5 (I) of the French Monetary and Financial Code emphasises the need for DASPs to set up, implement and maintain a clients' complaints handling policy and to ensure that complaints are dealt with promptly.

1.3 Scope

1.3.1 Activities

SG-Forge complies with the clients' complaints handling policy of the Société Générale Group (the "**Group Policy**") and further sets out in this summary specific terms and conditions concerning its activities as an investment firm and as a DASP.

1.3.2 Geography

The geographical scope is the provision of the services mentioned above from and within the European Union, particularly in France.

1.3.3 Teams

This policy applies to SG-Forge's business and its direct employees who are involved in SG-Forge's transactions.

1.3.4 Clients

SG-Forge follows this policy when providing its clients with the services mentioned above.

2 - Roles and Responsibilities

The rules and principles set out in this summary apply to all SG-Forge employees and any person acting on behalf of SG-Forge conducting commercial relations with SG-Forge's clients.

3 - Content

3.1 Definition

A complaint must be understood as having the meaning defined in the Group Policy.

3.2 Commitment

SG-Forge will handle all complaints received based on the following principles:

- **Turnaround time:** SG-Forge will acknowledge receipt of the complaint within 10 working days and respond no later than 2 months after receipt unless special circumstances arise, the details of which will be provided to the clients by SG-Forge.
- **Transparency:** SG-Forge will respond to any request for information on the progress of any complaint handling and will keep clients informed of any special circumstances affecting the stated turnaround time.
- **No charge:** SG-Forge will handle complaints free of charge. Clients will not incur any specific costs related to the handling of their complaints.

3.3 How to lodge a complaint

Clients may lodge their complaint, specifying "complaint" in the subject line, either by email to the following address reclamation@sgforge.com or by post to the following address:

Société Générale - Forge
Tours Société Générale, 17 Cours Valmy
Paris-La Défense Cedex
France

3.4 Mediation by the Autorité des Marchés Financiers

Clients that would be dissatisfied with SG-Forge's response can refer their complaint to the AMF Ombudsman.

Complaints can be sent to the Ombudsman electronically by completing the online form on AMF's website (<http://www.amf-france.org/>) or by post to the following address:

AMF Ombudsman
Autorité des Marchés Financiers
17 place de la Bourse
75082 Paris Cedex 02
France

The mediation charter is also available on the AMF website.

4 - Monitoring and control

SG-Forge has set up a complaints register and a system for monitoring the handling of complaints and for dealing with breaches or poor practices in terms of marketing and client protection. With this system, SG-Forge can:

- Accurately record the particulars of the complaint;
- Report on actions taken;
- Monitor the status of the complaint.

5 - Retention period

SG-Forge complies with the Société Générale Group Policy on data retention relating to clients' complaints.