



سوسيتيه جنرال العربية السعودية
Societe Generale Saudi Arabia

COMPLAINTS MECHANISM

SGSAR policy is to handle customers' complaints promptly and courteously. All complaints should be taken seriously, however minor. A pattern of minor complaints may indicate a more serious issue and early action may prevent a more serious problem later on. Generally, a complaint will be about how an Employee or SGSAR solicited, advised on, executed or settled a transaction. It is also likely to involve a demand from the customer, either expressly or impliedly, for a payment or other adjustment to their account or transaction.

A complaint by a customer can be in writing or verbal. Generally, a verbal "complaint" or a remark from a customer may not necessarily be a complaint but a mere discontentment. Under no circumstance shall a complaint be treated lightly.

1. Receiving a complaint

When a written or "serious" verbal complaint has been received, it will immediately be sent to the Compliance Officer. The Compliance Officer will determine the situation. If it can be resolved easily, the employee involved will immediately respond to the complainant (in consultation with the Compliance Officer) within 7 days.

If it is more serious and requires investigation, the Compliance Officer or the employee (depending on the situation) shall send an acknowledgement letter to the complainant within 7 days to acknowledge receipt of the letter and inform that we will endeavour to address the situation within 30 days.

The Compliance Officer shall report all complaints to local Management.

2. Investigating a complaint

No Employee shall investigate a complaint that has direct or indirect implication to him or herself.

Any complaint that is material and has resulted in a breach of regulations or internal policy will be investigated or resolved by the Compliance Officer in consultation with the responsible employee. If it has an impact on the SGSAR's reputation, internal or external legal counsel must also be consulted.

The employee must disclose all facts, produce the necessary documents and cooperate with the Compliance Department.

3. Responding to a complaint

Every complaint must be investigated and resolved promptly. As a general guide, depending on the seriousness of each complaint, it must be investigated, the complainant and responded to, no later than 30 days of receiving the complaint. On a very exceptional basis, if an investigation cannot be completed within 30 days, the Compliance Officer will send an apology letter to the complainant with reasons of the delay and to ask for an extension of time (which should not exceed 30 days).

Until the complaint is resolved, all communications with the client in respect of the complaint must be referred to the Compliance Officer.

4. Record keeping

The Compliance Department will maintain a “Complaints Register”.

For any complaints, please call Mr.Hasan AlMarzooqi – Director of the Compliance as per the below details:

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