

## COMPREHENSIVE NOTICE BOARD

(Last updated: 31 January 2023)

### A. CUSTOMER SERVICE INFORMATION:

- (i) Key interest rates on deposits and forex rates are available on our website in the “Rates and Charges” section.
- (ii) The applicable timeframes for collection of local and outstation cheques are available in our Cheque Collection Policy. The Cheque Collection Policy is also available on our website in the “Regulatory” section.
- (iii) For satisfactory accounts, we do not offer immediate credit of outstation cheques (Please refer cheque collection policy).
- (iv) MCLR details are available on our website in the “Rates and Charges” section.
- (v) The Bank has outsourced the back-office operations related service to Societe Generale Global Solution Center Private Limited, Bangalore, India.

Further, the Bank outsources routine items such as courier, telecommunications, IT support etc. to third party vendors, in terms of its internal policies. This list is subject to modification without notice.

- (vi) The Bank does not offer retail banking products through its branches in India. Our corporate customers are kindly advised to contact the Branch sales or operational personnel in India to request for the latest updated copies of the Account Opening Forms and Terms and Conditions, as may be applicable for them.
- (vii) The Bank does not offer Do not Call facility in India as it does not market its products to retail or individual customers.

**B. SERVICE CHARGES:** For up-to-date service charges, kindly review the respective section of the website.

**C. GRIEVANCE REDRESSAL:**

i) The first level contact points for submission of complaints are as follows:

- Mumbai Branch

The Relationship Manager  
Peninsula Business Park, 19<sup>th</sup> Floor, Tower A,  
Ganpatrao Kadam Marg, Lower Parel,  
Mumbai 400 013  
Tel.: +91 22 6630 9500

- New Delhi Branch

The Relationship Manager  
Unit No 311, World Mark I, Third Floor, Aero City, NH-8,  
New Delhi – 110 037  
India  
Telephone: +91 11 4350 3000

Customers are also free to approach the Compliance Officer at:

The Compliance Officer, Societe Generale  
Peninsula Business Park, 19<sup>th</sup> Floor, Tower A,  
Ganpatrao Kadam Marg, Lower Parel,  
Mumbai 400 013  
Tel.: +91 22 6630 9500

ii) In case any complaint is unresolved at the branch level, the complainant can approach the Management:

The Chief Executive and Chief Country Officer, Societe Generale  
Peninsula Business Park, 19<sup>th</sup> Floor, Tower A,  
Ganpatrao Kadam Marg, Lower Parel,  
Mumbai 400 013  
Tel.: +91 22 6630 9500

- iii) If the complainant is not satisfied with the Bank's grievance redressal, they may approach the Banking Ombudsman at:

**Online:** <https://cms.rbi.org.in>

**Physical:**

Centralized Receipt and Processing Centre (CRPC)  
Reserve Bank of India,  
Central Vista, Sector 17,  
Chandigarh - 160 017

**D. INFORMATION AVAILABLE IN BOOKLET FORM  
(Please approach 'MAY I HELP YOU' or 'RECEPTION' counter)**

- 1) All the items mentioned in (A) and (C) above.
- 2) Time norms for common transactions.
- 3) Design and security features of all the bank notes.
- 4) Policy documents relating to Cheque Collection, Grievance Redressal Mechanism, Security repossession and Compensation.
- 5) The complete service charges, including services rendered free of charge.
- 6) Fair Practice Code/The Code of Bank's Commitment to Customers.
- 7) Banking Ombudsman Scheme, 2006

(All the documents stated above are also available on our [website](#))

Societe Generale - India branches  
Closed on Sundays and all Bank holidays  
Corporate Office closed on Saturdays  
Business hours: 10:00 A.M. to 04:00 P.M. (on all other days except second and fourth Saturday)