



SG India Customer Grievance Redressal Policy

Société Générale

India Branches

Appendix II. Summary of complaints handling procedure – India branch

Client satisfaction is essential to Societe Generale. If, however, you encounter any difficulty or wish to file a complaint relating to a service we provided, you may:

- approach your usual Societe Generale contact in person by visiting the branch, through telephone, through email, through letter or any other form as may be acceptable to the Bank;
- Using the dedicated email to lodge the complaint : sgindia.ccare@socgen.com
- approach the Relationship Manager of Mumbai Branch (Peninsula Business Park, 19th Floor, Tower A, Ganpatrao Kadam Marg, Lowe Parel, Mumbai 400 013 / Tel.: +91 22 6630 9500) or the Branch Head of New Delhi Branch (Office No 202, 2nd Floor, Tower B, World Mark 1, Aero City, NH-8, New Delhi, Delhi 110037, India / Tel : +91 11 4350 3000)
- use the dedicated Global Banking & Investor Solutions webpage ([link](#)); or
- contact the complaint officer of Societe Generale (Peninsula Business Park, 19th Floor, Tower A, Ganpatrao Kadam Marg, Lowe Parel, Mumbai 400 013 / Tel.: +91 22 6630 9500).

We will acknowledge receipt of your complaint within 7 calendar days, and provide a substantive response within two weeks of receipt of the complaint. Please note that we will consider your complaint as closed if we do not hear from you within eight weeks after we have sent you our response.

As a last resort, if you consider that your complaint has still not been sufficiently addressed, you may lodge a complaint with the Ombudsman ([link](#)) as appropriate. Contact details of the Banking Ombudsman are:

Branch	Address and Contact Details
Mumbai	C/o Reserve Bank of India 4 th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Fax : 23022024 Email : cms.bomumbai1@rbi.org.in
New Delhi	C/o Reserve Bank of India Sansad Marg, New Delhi STD Code: 011 Tel. No. 23715393 Fax No. 23765234 Email : cms.bonewdelhi3@rbi.org.in