



Complaints handling charter

Date: February 2024

HSBC Epargne Entreprise (France)
672 049 525 RCS Nanterre - a public limited company (SA) with capital of €31,000,000 ADEME No.: FR232690_03FCJD
Investment firm and employee savings custody account keeper.
Postal address: 38 Avenue Kléber 75116 Paris
Registered office: 110 Esplanade du Général de Gaulle – La Défense 4 – 92400 Courbevoie
www.epargne-salariale-retraite.hsbc.fr

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HSBC Epargne Entreprise (France) is committed to providing you with a quality service. However, difficulties may arise and lead to complaints. This Charter indicates the procedure to be followed and the possibilities of recourse available to you in the event of a complaint or dispute. All complaints concerning activities other than those of HSBC Epargne Entreprise (France) must be sent directly to the professionals concerned.

What is a complaint?

A complaint means any statement of your dissatisfaction with HSBC Épargne Entreprise (France), in connection with an employee savings account management service provided to you.

Requests for information, opinions, clarifications or services are not considered complaints.

How do I file a complaint?

The Employee Information and Assistance team at HSBC Epargne Entreprise is particularly attentive to providing you with high-quality service.

You can reach them by:

- **Post**

HSBC Épargne Entreprise (France)
Service Information et Assistance aux Salariés
TSA 20001
93736 BOBIGNY Cedex 09

- **Telephone**

+33(0)9 69 320 402 from 8.30am to 7pm from Monday to Friday

- **Via the online form**

From your secure space at www.epargne-salariale-retraite.hsbc.fr/en/epargnants, access the form from the Contact Us section/via the online form. In My Request, select the topic "Complaints".

From your mobile application, access the form from the Help Centre / Contacts / By E-mail section and select the topic "Claim".

If you consider it necessary, you may also contact the Senior Management of HSBC Epargne Entreprise (France) by writing to the following address:

HSBC Epargne Entreprise (France)
Direction Générale
38 Avenue Kléber
75116 Paris

External recourse: the Ombudsman of the French Financial Markets Authority (AMF)

You can contact the AMF Ombudsman free of charge two months after sending your first written complaint

Médiateur de l'AMF
Autorité des Marchés Financiers
17 Place de la Bourse
75082 PARIS CEDEX 02

For any information on mediation, visit the AMF website, under the heading The AMF Ombudsman:
<https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-mediation>

Principles of complaint handling

HSBC Épargne Entreprise (France) undertakes to process any claim according to the principles set out below:

- Acknowledge receipt of your complaint within a usual period of five business days and no more than 10 business days.
- Keep you informed of the status of your complaint if the processing time exceeds 20 business days.
- In special cases requiring in-depth research, the response time may not exceed two months.

The departments in charge of handling complaints have IT tools to facilitate tracking of complaint processing. The information recorded upon receipt of a complaint is reserved for the use of the teams concerned. However, they may be communicated externally to meet legal or regulatory requirements. In accordance with Articles 39 *et seq.* of French Data Protection Act no. 78-17 of 6 January 1978, as amended in 2004, any person may obtain communication and, where applicable, rectification or deletion of information concerning him or her by contacting the Compliance Department of HSBC Epargne Entreprise (France) – 38 Avenue rue Kléber 75116 Paris