

## **INFORMATION ABOUT ENGIE GLOBAL MARKETS (“EGM”) COMPLAINTS HANDLING PROCEDURE**

In the event that you have a complaint about the financial services provided by Engie Global Markets (EGM), please raise it to **your usual EGM representative**. You may also contact **EGM Compliance Department** either by mail or email:

- **By mail:**
  - In France: Engie Global Markets, Compliance Department, 1, place Samuel de Champlain, 92400 Courbevoie , France
  - In Belgium : Engie Global Markets, Compliance Department, 34, Boulevard Simon Bolivar, 1000 Brussels, Belgium
  - In Italy: Engie Global Markets, Compliance Department, Viale Avignone 12, 00144 Roma, Italy
- **By email:** [compliance-ethics-privacy.gem@engie.com](mailto:compliance-ethics-privacy.gem@engie.com)

Our complaints handling procedure follows the requirements of applicable laws. It guarantees the respect of imposed delays:

- An acknowledgment of receipt of your complaint within 10 business days following the sending of the complaint;
- A response to your complaint within 2 months.

The submission of a complaint is free of charge. Further information can be obtained upon request.

If the response provided by EGM is not satisfactory, or the delays have not been respected, you may contact the relevant Ombudsman or National Competent Authority free of charge and without delay (and in any case, two months after sending the first written complaint to EGM):

### **IN FRANCE:**

#### **Autorité des Marchés Financiers (AMF)**

- by mail: Autorité des Marchés Financiers - 17, place de la Bourse, 75082 PARIS CEDEX 02
- by filling in an electronic form on the website: <https://www.amf-france.org/en/amf-ombudsman>

### **IN BELGIUM:**

#### **Ombudsman in financial matters (Ombudfin)**

- Website: <https://www.ombudfin.be/>

#### **Financial Services and Market Authority (FSMA)**

- by mail: FSMA - Rue du Congrès, 12-14 - 1000 Brussels
- by phone: Tel.: +32 2 220 52 11
- by E-mail: [info@fsma.be](mailto:info@fsma.be)
- Website: [www.fsma.be](http://www.fsma.be)

## IN ITALY:

### **Commissione Nazionale per le Società e la Borsa (CONSOB)**

- by mail: CONSOB - Divisione Tutela del Consumatore, Ufficio Consumer Protection, Via G.B. Martini, 3 - 00198 Roma
- by mail: CONSOB - Divisione Tutela del Consumatore, Ufficio Consumer Protection, Via Broletto, 7 - 20121 Milano
- by e-mail : [consob@pec.consob.it](mailto:consob@pec.consob.it)
- by filling in an electronic form on the website: <http://adempimenti.consob.it/Esposti-web/>