

Complaints Handling at Goldman Sachs

At Goldman Sachs, we believe the best way to build and to maintain trust is to conduct every element of our business according to the highest standards of integrity. As our first Business Principle states 'Our clients' interests always come first'.

We are aware, however, that there may be instances where you are dissatisfied with the service that has been provided. In accordance with our Business Principles, legal and regulatory requirements we will endeavour to:

- Acknowledge and respond to your complaint
- Investigate and assess your complaint fairly, consistently and promptly
- Determine whether your complaint should be upheld
- Explain our assessment of your complaint
- Offer redress or remedial action where appropriate
- Comply promptly with any offer of remedial action or redress accepted by you
- Where applicable, refer you to bodies who may review your complaint if you remain dissatisfied

How to Contact us

You can raise a complaint through your investment manager or sales contact. Alternatively, you may contact the Complaints Handling Function using the information provided below.

In Writing

Please address your letter to 'The Compliance Officer' at the entity you are a client of.

Goldman Sachs International, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK

Goldman Sachs International Bank, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK

Goldman Sachs Asset Management International, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK

Goldman Sachs Asset Management Fund Services Limited, 47-49 St. Stephen's Green, Dublin 2, Ireland

Goldman Sachs Asset Management Global Services Limited, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK

Goldman Sachs MB Services Limited, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK

Goldman Sachs International Zweigniederlassung Frankfurt, Marienturm, Taunusanlage 9-11, 60329 Frankfurt am Main, Deutschland

Goldman Sachs International Bank Zweigniederlassung Frankfurt, Marienturm, Taunusanlage 9-11, 60329 Frankfurt am Main, Deutschland

Goldman Sachs Bank Europe SE, Taunusanlage 9-11 (Marienturm), 60329 Frankfurt am Main, Deutschland

Goldman Sachs Bank Europe SE, Amsterdam Branch, 12th floor, ITO Tower, Gustav Mahlerplein 78B, 1082 MA, Amsterdam

Goldman Sachs Bank Europe, Copenhagen Branch, filial af Goldman Sachs Bank Europe SE, Tyskland, Office no. 300006020, Zieglars Gaard Office Club, Nybrogade, 1203 Copenhagen

Goldman Sachs Bank Europe SE, Dublin Branch, 47-49 St Stephen's Green, Dublin, D02 W634

Goldman Sachs Bank Europe SE, London Branch, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK

Goldman Sachs Bank Europe SE, Sucursal en España, María de Molina 6, 5th floor, 28006 Madrid

Goldman Sachs Bank Europe SE, Succursale de Paris, 5 avenue Kleber, Paris, 75116, France

Goldman Sachs Bank Europe SE, spółka europejska Oddział w Polsce, pl. Europejski 1, 00-844, Warszawa

Goldman Sachs Paris Inc. et Cie, 5 avenue Kleber, Paris, 75116, France

Goldman Sachs International Succursale de Paris, 5 avenue Kleber, Paris, 75116, France

Goldman Sachs International Sucursal en España, María de Molina 6-5ª, 28006 Madrid, Spain

Goldman Sachs International Filiale Italiana, Via Santa Margherita, 14 20121 Milan, Italy

Goldman Sachs International Switzerland, Claridenstrasse 25, 8002 Zürich, Schweiz

Goldman Sachs Bank AG, Claridenstrasse 25, 8002 Zürich, Schweiz

By e-mail

If you are a client of Goldman Sachs Bank Europe SE, Goldman Sachs International or Goldman Sachs International Bank in the UK and your complaint is in relation to:

- Securities Division, contact: SecDiv-GBR-Complaints@gs.com
- Investment Banking, contact: IBD-GBR-Complaints@gs.com
- Private Wealth Management, contact: PWM-GBR-Complaints@gs.com
- Merchant Banking Division, contact: MBD-GBR-Complaints@gs.com
- Global Investment Research, contact: GIR-GBR-Complaints@gs.com

If you are a client of Goldman Sachs Asset Management International, Goldman Sachs Asset Management Funds Services Limited or Goldman Sachs Asset Management Global Services Limited, contact: GSAM-GBR-Complaints@gs.com

If you are a client of Goldman Sachs MB Services Limited, contact MBD-GBR-Complaints@gs.com

If you are a client of Goldman Sachs International Frankfurt, Goldman Sachs International Bank Frankfurt or

Goldman Sachs Bank Europe SE contact: DEU-Complaints@gs.com

If you are a client of Goldman Sachs Paris Inc. et Cie, Goldman Sachs International Succursale de Paris or Goldman Sachs Bank Europe SE Succursale de Paris, contact: PAR-Complaints@gs.com

If you are a client of Goldman Sachs Bank Europe SE, Sucursal en España, Goldman Sachs International Sucursal en España or Goldman Sachs Gestión SGIIC, S.A. contact: ESP-Complaints@gs.com

If you are a client of Goldman Sachs International — Filiale Italiana contact: ITA-Complaints@gs.com

If you are a client of Goldman Sachs International Switzerland contact: SWZ-Complaints@gs.com

If you are not a client of any of the above entities or branches or you are unsure, please contact: EMEAComplaints@gs.com