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, 133 Fleet Street, London, EC4A 2BB, UK
Goldman Sachs International Bank, 133 Fleet Street, London, EC4A 2BB, UK
Goldman Sachs Asset Management International, 133 Fleet Street, London, EC4A 2BB, UK
Goldman Sachs Asset Management Global Services Limited, 133 Fleet Street, London, EC4A 2BB, UK
Goldman Sachs MB Services Limited, 133 Fleet Street, London, EC4A 2BB, UK
Goldman Sachs International Zweigniederlassung Frankfurt, Friedrich-Ebert-Anlage 49 (MesseTurm), 60308 Frankfurt am Main, Deutschland
Goldman Sachs International Bank Zweigniederlassung Frankfurt, Friedrich-Ebert-Anlage 49 (MesseTurm), 60308 Frankfurt am Main, Deutschland
Goldman Sachs Bank Europe SE, Friedrich-Ebert-Anlage 49 (MesseTurm), 60308 Frankfurt am Main, Deutschland
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 Sucursala en España, María de Molina 6-5ª, 28006 Madrid, Spain
Goldman Sachs International — Filiale Italiana, 4th Floor, Piazzetta M. Bossi 3, 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 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 or Goldman Sachs Asset Management Global Services, 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 or Goldman Sachs International Succursale de Paris contact: PAR-Complaints@gs.com

If you are a client of 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