



SOCIETE GENERALE SECURITIES SERVICES

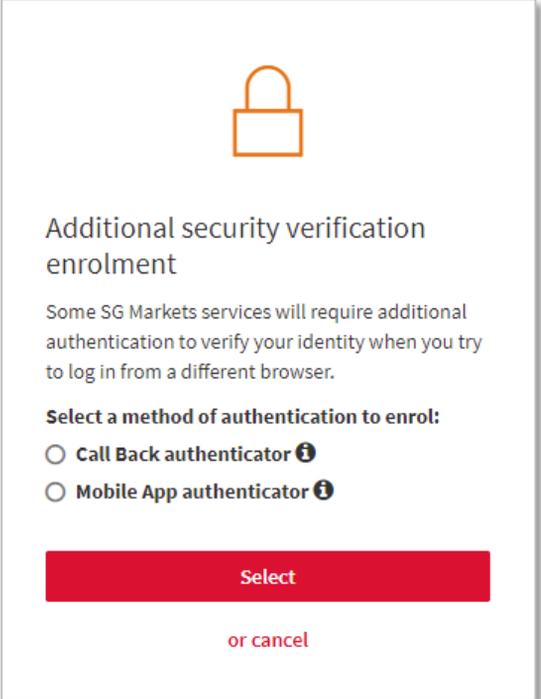
Login guide:
Second factor
authentication
& Questions/Answers

ACCESS YOUR SECURE SERVICES

1. ACTIVATE YOUR AUTHENTICATION SECOND FACTOR

- **When you receive the SG Market e-mail for the new authentication method, open it and select your additional security verification enrolment.**

This will be used the first time and when you log in using a different device or browser.



Additional security verification enrolment

Some SG Markets services will require additional authentication to verify your identity when you try to log in from a different browser.

Select a method of authentication to enrol:

Call Back authenticator ⓘ

Mobile App authenticator ⓘ

Select

or cancel

Set your additional authentication:

→ By phone call:

Enter your phone number (fixed or mobile); you will receive a phone call and will be asked to enter the verification code on your phone.

The phone call comes from our international SG Connect platform (telephone code +44...).

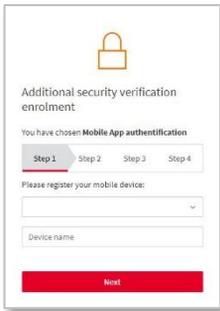
→ By mobile app:

Identify your mobile device and download the requested app, then follow the instructions and enter the verification code displayed on the app.

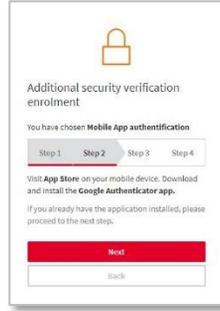
- **Enter the verification code received using the chosen method.**

ACCESS YOUR SECURE SERVICES

CASE 1: You have selected the additional security enrolment using a Mobile App authenticator



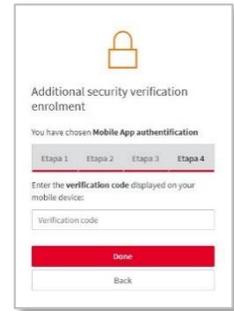
1 Register your mobile device



2 Install and launch the requested application. Make sure the free app installed matches your phone model

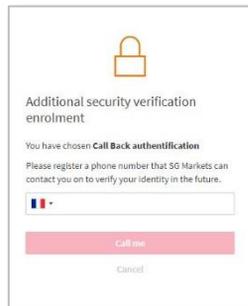


3 Flash the QR code

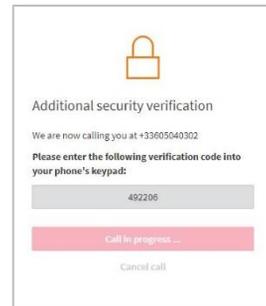


4 Enter the temporary code given by the App then click on OK

CASE 2: You have selected the additional security enrolment using a Call back authenticator



1 Chose the correct country prefix and enter your phone number



2 Enter the code displayed when answering the call back

The activation of your account is complete, you can access your SG Markets service.

ACCESS YOUR SECURE SERVICES

2. LOG IN

- **Enter your login details: the login email defined when you activate your account and your password.**
- **Generate the verification code**
For security reasons, you will be asked to enter the verification code one month after logging in or in the event you change devices.

SOCIETE GENERALE

Sign in to SG Markets

Please verify your identity using SG Connect.

Email

Password

Remember my login email

Sign in

[Forgot your password?](#)
[Notice to US persons](#)

Additional security verification

You are signed in as **loginemail@domain.com** and the SG Markets service that you are trying to access requires additional authentication.

You are set up to use Mobile App authentication
Get your verification code from the **Authenticator app** installed on your registered mobile device.

Verification code

Submit

Cancel

Reset your login details:

- **You have forgotten or lost your password?**

Click on "**Forgot your password?**" on the login screen. Confirm your email address to receive an email and modify your password.

- **You have forgotten which login email you had set?**

Click on "**Change your login email**" on the homepage and fill out the form. You will receive a new access code and a temporary password (valid for one month) and you will need to activate your account again (step 1 of the guide).

- **You have changed your device or phone number and you can no longer validate your second authentication?**

Request to reset your second authentication by contacting your support by e-mail:

service.gap-sgss@sgss.socgen.com

SOCIETE GENERALE

Sign in to SG Markets

Please verify your identity using SG Connect.

Email

Password

Remember my login email

Sign in

[Forgot your password?](#)
[Notice to US persons](#)

Forgot your password?

CONFIDENTIALITY & SECURITY

Strengthened authentication

SG Markets is the Societe Generale group's digital platform. It will allow you to securely log into your registered securities account **by defining a strong password and additional authentication.**

This second authentication provides a verification code that you will be asked to enter whenever a new device or browser is used to log in to your account, ensuring that you are the one attempting to log in.

Tips to follow

Keep in mind that Societe Generale will never ask you for information it already has, your logins or your passwords.

- **Limit the dissemination of information** (social networks, websites, standard mail templates, signature...).
- **Never pass on your personal and confidential information** (date of birth, passwords...).
- Beware of any unusual request and follow your **intuition**: if a request seems suspicious to you, it probably is!
- **Verify the legitimacy of such a request** by making a counter-call to a number already referenced.

Remain vigilant about the signs that can alert you: inconsistent email address of the sender, syntax errors or spelling mistakes, link or site with an inaccurate URL address, absence of the mention "https" in the internet address of the visited site or the padlock indicating a secure connection.

Please, do not write down your passwords on Excel files or Word documents, prefer the use of a password safe.

QUESTIONS/ANSWERS

I can't connect, an error message tells me "Incorrect access code and/or password".	If only your password is incorrect, request "Forgotten password" to receive a temporary password.
Temporary password, received by email, but does not work.	You have received an email containing a 6-digit temporary password valid for 24 hours. After this period, the temporary password is no longer valid and must be renewed in "Forgotten password".
I chose two-step authentication by phone call, but no calls were received.	Check that your country phone code and phone number are set correctly. To define the country code, select the flag (or gray block) to the left of the space for its number. The call is made via SG Connect abroad (+44 code).
Two-step authentication by phone call does not work.	Check that the correct authentication code is entered on your phone's keypad. The code in question is displayed on your computer screen during the verification phone call.
I can't download the authentication app on my phone.	Check your internet network connection: if your connection is not strong enough, you will not be able to download the app. <ul style="list-style-type: none">• Depending on your phone's security settings, you may not be authorized to download a new app.• Certain types of phones are obsolete and not able to download the authentication app. In this case, you must opt for phone call authentication.
The authentication app installation does not work on my phone.	Make sure the free app installed matches your phone model: Authy , Microsoft Authenticator or Google Authenticator . The required application name is displayed during registration of your phone type. The Installation of the application is done from the App Store if you use an Apple phone or from Google Play for Android phones.
I can't scan the QR code.	To scan the QR code with the authenticator app, you must authorize the app's access to the phone's camera. In case the problem persists, you have the option to manually enter the key present in the QR code.

If you can't find the answer you are looking for and you need more assistance to log in or to set the second factor authentication, please contact the support by e-mail: service.gap-sgss@sgss.socgen.com