

NEWS FLASH

Luxembourg, 20 November 2013

SOCIETE GENERALE SECURITIES SERVICES WELCOMES THE “*MOUVEMENT LUXEMBOURGEOIS POUR LA QUALITÉ*” TO ITS PREMISES

Societe Generale Securities Services (SGSS) Luxembourg welcomed the “*Mouvement Luxembourgeois de la Qualité*”* (Luxembourg Movement for Quality) to its offices to mark “*La Semaine de la Qualité*” (quality week), held from 18 to 22 November 2013.

On Monday 18 November, SGSS opened the Week by organising a seminar called: “**Return on investment – The financial sector’s point of view**”. SGSS clients, prospective clients and partners were welcomed by Olivier Renault, SGSS’ Country Manager in Luxembourg, who presented the pillars of a quality approach within the financial sector. Guests were then able to take part in three workshops on the following topics:

- “**Customer service as a crucial vehicle for the quality approach**” with Etienne Deniau, Global Head of Business Development, Asset Managers and Owners at SGSS,
- “**Visual management**” with Benoît Willers, Head of Custody and Issuer Services at SGSS Luxembourg,
- “**Innovation: societal and technological trends**” with Valérie Vercoutre, Head of the Observatory of Innovation at Societe Generale Montreal.

The seminar ended with a testimonial from Philippe Chossonery, Deputy General Manager of Amundi Luxembourg, who came to talk about the way the quality approach is viewed by a client.

SGSS has already received recognition in the field of quality. Indeed, in 2012 SGSS received the “Luxembourg Quality Award” (*Prix Luxembourgeois de la Qualité*) from Etienne Schneider, Minister of the Economy and Foreign Trade in Luxembourg. This award, in the “Large-sized Companies” category, was for the best organisation recognised for the quality of its products and services and its commitment to customer satisfaction.

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SGSS was the first bank to receive this award and wanted, through the first day of this year's *Semaine de la Qualité*, to share its experience for an efficient and innovative quality approach with a wider audience.

**The "Mouvement Luxembourgeois pour la Qualité" (Luxembourg Movement for Quality), an independent body of reference, aims to promote and encourage the implementation of initiatives in favour of quality and its management in the Grand Duchy of Luxembourg. The "Luxembourg Quality Award" has been awarded in Luxembourg since 2004.*

Societe Generale

Societe Generale is one of the largest European financial services groups. Based on a diversified universal banking model, the Group combines financial solidity with a strategy of sustainable growth, and aims to be the reference for relationship banking, recognised on its markets, close to clients, chosen for the quality and commitment of its teams.

More than 154,000 employees, based in 76 countries, accompany 32 million clients throughout the world on a daily basis. Societe Generale's teams offer advice and services to individual, corporate and institutional customers in three core businesses:

- Retail banking in France with the Societe Generale branch network, Credit du Nord and Boursorama;
- International retail banking, with a presence in Central and Eastern Europe, Russia, in the Mediterranean basin, in Sub-Saharan Africa, in Asia and in the French Overseas Territories;
- Corporate and investment banking with a global expertise in investment banking, financing and global markets.

Societe Generale is also a significant player in specialised financing and insurance, private banking, asset management and securities services.

Societe Generale is included in the socially-responsible investment indices FTSE4Good and ASPI.

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Societe Generale Securities Services (SGSS)

Established in 28 locations worldwide with around 4,000 employees, SGSS provides a full range of securities services that are adapted to the latest financial markets and regulatory trends: clearing services, custody and trustee services, retail custody services, liquidity management, fund administration and asset servicing, fund distribution and global issuer services.

SGSS is the 7th largest worldwide global custodian and the 2nd largest in Europe with EUR 3,327* billion of assets under custody. SGSS provides custody & trustee services for 3,321* funds and the valuation of 4,301* funds, representing assets under administration of EUR 413* billion. SGSS manages and calculates the current value of 35,000* "complex product" positions. SGSS also ranks among the European leaders in stock option management.

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* at December 31, 2011