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.
    - In the UK, you may be able to refer your complaint to the Financial Ombudsman Service.
    - In Germany, you may be able to refer your complaint to the Ombudsmann der privaten Banken.
    - In France, you may be able to refer your complaint to the AMF Ombudsman

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:

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:

- Marcus, contact: contactmarcusuk@gs.com
- Investment Banking, contact: IBD-GBR-Complaints@gs.com
- Private Wealth Management, contact: PWM-GBR-Complaints@gs.com
- Global Investment Research, contact: GIR-GBR-Complaints@gs.com
- FICC and Equities business units, contact your Sales representative or: GM-GBR-Complaints@gs.com

If you are a client of:

- Goldman Sachs Asset Management International or Goldman Sachs Asset Management Funds Services Limited, contact AssetManagement-GBR-Complaints@gs.com
- Goldman Sachs Asset Management B.V. (including branches), contact: GSAM-BENE-Complaints@gs.com
- Goldman Sachs International Bank Frankfurt or Goldman Sachs Bank Europe SE, contact: DEU-Complaints@gs.com
- 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
- 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
- Goldman Sachs Bank Europe SE, Amsterdam Branch, contact: GSBE-Compliance-Amsterdam@gs.com
- Goldman Sachs Bank Europe, Copenhagen Branch, contact: GSBE-Compliance-Copenhagen@gs.com
- Goldman Sachs Bank Europe SE, Dublin Branch, contact: GSBE-Compliance-Dublin@gs.com
- Goldman Sachs Bank Europe SE, London Branch, contact: GSBE-Compliance-London@gs.com
- Goldman Sachs Bank Europe SE, Luxembourg Branch, contact: GSBE-Compliance-Luxembourg@gs.com
- Goldman Sachs Bank Europe SE, Succursale Italia, contact: GS-MIL-Complaints@gs.com
- Goldman Sachs Bank Europe SE, Sweden Bankfilial, contact SWE-Complaints@gs.com
- Goldman Sachs Bank Europe SE, Warsaw Branch, contact: GSBE-Compliance-Warsaw@gs.com

- Goldman Sachs International, London, Zurich Branch, contact: GM-GBR-Complaints@gs.com
- any of the above entities or branches or you are unsure, contact: EMEAComplaints@gs.com

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 Bank Zweigniederlassung Frankfurt, Marienturm, Taunusanlage 9-10, 60329 Frankfurt am Main, Deutschland
- Goldman Sachs Bank Europe SE, Marienturm, Taunusanlage 9-10, 60329 Frankfurt am Main, Deutschland
- Goldman Sachs Bank Europe SE, Amsterdam Branch, 12th floor, ITO Tower, Gustav Mahlerplein 78B, 1082 MA, Amsterdam, the Netherlands
- Goldman Sachs Bank Europe, Copenhagen Branch, filial af Goldman Sachs Bank Europe SE, Tyskland, Amaliegade 27, 1256 Copenhagen, Denmark
- Goldman Sachs Bank Europe SE, Dublin Branch, 47-49 St Stephen's Green, Dublin, D02 W634, Ireland
- Goldman Sachs Bank Europe SE, London Branch, Plumtree Court, 25 Shoe Lane, London, EC4A 4AU, UK
- Goldman Sachs Bank Europe SE, Luxembourg branch, 32-34, Boulevard Grande-Duchesse Charlotte, L-1330 Luxembourg
- Goldman Sachs Bank Europe SE, Sucursal en España, María de Molina 6, 5th floor, 28006 Madrid, Spain
- Goldman Sachs Bank Europe SE, Succursale Italia, Via Santa Margherita 14, 20121 Milano, Italy
- Goldman Sachs Bank Europe SE, Succursale de Paris, 85 avenue Marceau, 75116 Paris, France
- Goldman Sachs Bank Europe SE, Sweden Bankfilial, Blasieholmsgatan 7, S 11148 Stockholm, Sweden
- Goldman Sachs Bank Europe SE, Spółka Europejska Oddział w Polsce, pl. Europejski 1, 00-844, Warszaw, Polska
- Goldman Sachs Paris Inc. et Cie, 85 avenue Marceau, 75116 Paris, France
- Goldman Sachs International Succursale de Paris, 85 avenue Marceau, 75116 Paris, France
- Goldman Sachs International Sucursal en España, María de Molina 6-5ª, 28006 Madrid, Spain
- Goldman Sachs International Stockholm Branch, Blasieholmsgatan 7, 111 48 Stockholm, Sweden
- Goldman Sachs International, London, Zurich Branch, Bahnhofstrasse 3, 8001 Zurich, Schweiz
- Goldman Sachs Asset Management B.V., Prinses Beatrixlaan 35, 2595 AK The Hague, The Netherlands
- Goldman Sachs Asset Management B.V., Belgian Branch, Avenue des Arts 44, 1040 Brussels, Belgium
- Goldman Sachs Asset Management B.V., Czech Branch, Pod dráhou 1637/2, Holešovice, 170 00 Praha 7, Czechia
- Goldman Sachs Asset Management Danish Branch, filial af Goldman Sachs Asset Management B.V., The Netherlands, Amaliegade 27, 1256 Copenhagen, Denmark
- Goldman Sachs Asset Management B.V., French Branch, 85 avenue Marceau, 75116 Paris, France
- Goldman Sachs Asset Management B.V., German Branch, Taunusanlage 9-10, 60329 Frankfurt am Main, Deutschland
- Goldman Sachs Asset Management B.V., German Branch, Maximilianstrasse 35, 80438 Munchen, Deutschland
- Goldman Sachs Asset Management B.V., Italian Branch, Via Santa Margherita 14, 20121 Milan, Italy
- Goldman Sachs Asset Management B.V., Haga –Orhideea Towers , 14th Floor, 15A Orhideelor Street 060071 Bucharest 6, Romania
- Goldman Sachs Asset Management B.V., Sucursal en España, María de Molina 6, 28006 Madrid, Spain
- Goldman Sachs Asset Management B.V. Swedish Filial, Blasieholmsgatan 7, 111 48 Stockholm, Sweden