

20.10.2020

CO-BUILDING THE BANK OF TOMORROW WITH OUR CLIENTS

**THE FUTURE
IS YOU**  **SOCIETE
GENERALE**

COVID-19: RAPID ADAPTATION

Support our clients in their immediate needs,
Protect our employees and ensure business continuity,
Ensure IT resiliency and security.

15,000

chatbot conversations per day
with a satisfaction rate of 90%

80%

of branches remained
open during lockdown in France

Up to 50%

contact centre
agents working remotely while providing
100% contact centre capacity

100%

CIB businesses continuity

Contactless
payment limit up to **€50**

X5

remote access capabilities
in the 1st 2 weeks of lockdown

5,000

PCs and tablets distributed in French
networks in the 1st 2 weeks of lockdown

100,000

employees working remotely in 62 countries
while ensuring business continuity

>150K

events/sec analysed by
Security Operations Center



HOW HAVE WE BEEN ABLE TO DO THIS?

A transformation strategy with digital and innovation as critical enablers.



TECHNOLOGY

- EUR 4.4 bn 2020 IT spending
- 78% of IT Infrastructures on Cloud
- 30% of Open Source Databases
- 250+ Data & AI use cases
- 4,700 API in production (35% reuse)
- ~26,000 IT FTEs
- 50% of IT teams in Agile mode
- EUR 650m in cyber security



INNOVATION

- Internal Startup Call
 - 15,000 employees involved
 - 60 projects incubated, incl. **Forge** and **Prisma**
- 60 senior digital leaders
- Acquisitions: **Treezor**, **Shine**
- SG Ventures EUR 150m:
 - 27 startups and
 - 7 VCs



BUSINESSES TRANSFORMATION



MORE VALUE TO CLIENTS

HOW HAVE WE BEEN ABLE TO DO THIS?

A long-term digital transformation strategy.

PHASE 1

- ▶ Techno foundations
- ▶ Acculturation

PHASE 2

- ▶ Scaling up
 - New business models
 - Data/AI
 - Open Banking
 - Open Innovation

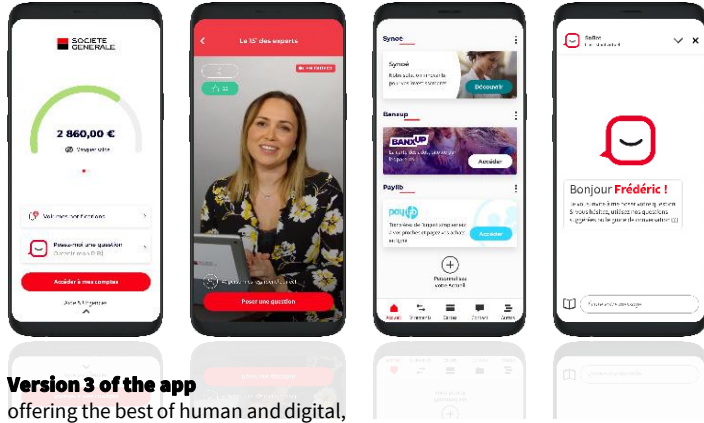
TOWARDS FULL INTEGRATION IN BUSINESSES

OPEN INNOVATION: CLOSE RELATIONS WITH THE ECOSYSTEM

Societe Generale Ventures: a diversified portfolio targeting added value for the client.



TANGIBLE RESULTS



Version 3 of the app offering the best of human and digital, co-built with clients:

- chatbot,
- “Lives” video with experts,
- “Banxup” to manage simply pocket money between parents and children.

DIGITAL ADOPTION ABOVE EUROPEAN AVERAGE

- **50% digital customers¹ (KB 72%, Rosbank 61%)** vs. market average of 47%⁵
- **91% digital payments and transfers² (BDDF⁶ 98%)** vs. market average of 86%⁵
- **30 digital connections/digital client/month³ (BDDF⁶ 34)** vs. market average of 28⁵

STRONG INCREASE IN DIGITAL SALES

ROSBANK

- **29% digital sales⁴ (+16% y-o-y)** vs. market average of 17% and +4%⁷

AI: SCALING UP EFFICIENCY LEVER

MOSAIC

(More Security with Artificial Intelligence):

- **AI fraud detection tool IA** – deployed in all the Bankbrands, multi-client and multi-product,
- **< 0,5 sec** to detect a fraud on an instant payment.

DISRUPTIVE INNOVATION

FORGE

SOCIETE GENERALE GROUP

World’s first financial transaction on a public blockchain and settled with a Central Bank Digital Currency (Banque de France).

1. Average across Group’s European entities, % digital clients = 30-day active customers in online or mobile channel / active customers (as at end June 2020). **2.** Average across Group’s European entities, % digital payments and transfers = payments and transfers in digital / total payments and transfers (July 2019-June 2020). **3.** Average across Group’s European entities, digital connections = secure online and mobile log-ons (June 2020). **4.** Digital sales = digital core product sales / total core product sales (July 2019-June 2020). **5.** Western, Central and Eastern Europe. **6.** BDDF: Societe Generale French Retail network. **7.** Central and Eastern Europe and Russia. Source: Finalta, Retail Digital and Multichannel Benchmark, 2020.

WHAT DOES THE FUTURE HOLD?

A global crisis with drastic impacts on the economy, an accelerated digital transformation of our societies and increased collective demand for sustainable, inclusive and sovereign stimulus plans.

We are well advanced in our digital and innovation journey.

We are currently working on our next strategic plan, guided by our corporate purpose and 3 key dimensions:

OUR PURPOSE

Building together, with our clients
a better and sustainable future through
responsible and innovative financial solutions.



CLIENT CENTRICITY



RESPONSIBLE FINANCE



EFFICIENCY

WHAT DOES THE FUTURE HOLD?

Technology and innovation are key levers for this roadmap.



CLIENT CENTRICITY

- Study on a **new retail bank in France**, serving 10 million clients, bringing the best of its two banking networks (Credit du Nord and Societe Generale)
- **Maturity of Boursorama**
- **Culture of customer experience** to offer an end-to-end, swift, simple and innovative client journey with the best of human and digital expertise



RESPONSIBLE FINANCE

- **Support our clients through the crisis**
- **Future of work**
- **Energy transition key to the rebound**
- **Transparency:** information, decision making support.
- **Diversity and digital inclusion**
- **Sustainable IT Charter**



EFFICIENCY

- **Profitability**
- **Data and AI:**
 - Improved customer service
 - Compliance, reportings



The account for pros that makes entrepreneurs' daily life simpler

Shine is a sustainable neobank, which offers a 100% online professional account and a real administrative co-pilot.

SERVICE OFFER

Independent workers and entrepreneurs can rely on an application and innovative features, as well as on a team of experts available seven days a week to answer all their administrative questions. We are a team of entrepreneurs servicing entrepreneurs.

GROUP SYNERGIES

BDDF – Societe Generale French Retail Banking.

TARGET CLIENTS & REFERENCES

Independent workers and small businesses

KEY FIGURES & INDICATORS

70,000 clients

PARTNERS

Treezor (Core Banking System)

COUNTRIES



COMPETITORS

Qonto, N26, Anytime, Revolut Business



GROWING



PARIS, FRANCE

www.shine.fr



NICOLAS REBOUD



RAPHAËL SIMON

2017

2018

2020

CREATION OF
THE ENTITY

COMMERCIAL
LAUNCH

ACQUISITION
BY SG



We do banking as a service

BaaS platform offering white label payment services.

SERVICE OFFER

Treezor simplifies payment card issuing, online account opening & acces to SEPA payment methods.

GROUP SYNERGIES

- BDDF / PAY (Banxup)
- GTPS / BAN
- Franfinance, ASSU
- Lumo
- Priv (Peers)
- AFMO
- CDN (Prisma)

TARGET CLIENTS & REFERENCES

Fintech, Startups then diversification Corporates – In France and Europe.



KEY FIGURES & INDICATORS

100	70+	>€16Md	> 1M
FTE	Clients	Cashflow	Cards issued

PARTNERS

- Mastercard, partenariat cartes (scheme)
- Idemia (card printing)
- Gemalto / Thales (HSM)
- Ubble (KYC vidéo)

COUNTRIES

EU and 7 key countries



COMPETITORS

Arkea, PFS, Railsbank, SolarisBank, Xpollens, Swan

TECHNOLOGY

OVH, AWS, GO, PHP, PYTHON



GROWING



PARIS, FRANCE

www.treezor.com



ERIC LASSUS



XAVIER LABOURET

2015

2016

2019

CREATION OF THE ENTITY

COMMERCIAL LAUNCH

ACQUISITION BY SG

Access to digital assets at the best banking standards

Societe Generale - FORGE offers access to digital assets: structuring & issuance, secondary market and custody.


SERVICE OFFER

Societe Generale – Forge is a **pioneer in generating Security Tokens**, providing many benefits for issuers and investors: transaction speed; lower costs for market access and reduction in the number of intermediaries; automation of events related to financial securities; transaction transparency; development of new hybrid instruments (Utility Tokens) authorized by the PACTE law in France.

GROUP SYNERGIES

Collaboration with the Capital Markets and Security Services teams.

TARGET CLIENTS & REFERENCES

- Issuers & investors (eligible professional counterparties).
-  1st experiment world-wide.

KEY FIGURES & INDICATORS

13 FTE

PARTNERS

- Banque de France
- PWC
- Ledger
- LGO Markets
- Consensys
- NomadicLabs

COUNTRIES



COMPETITORS

Polymath, Ttokeny, SDX, ASX, Coinbase

TECHNOLOGY

ReactJS, NestJS, PostgreSQL, Kubernetes, GitLab, Cloud Azure



PRE-LAUNCH



PARIS, FRANCE

www.sgforge.com



JEAN-MARC STENGER



STÉPHANE DUZAN



DAVID DUROUCHOUX

2018

2020

2020

1st DEDICATED MEMBERS

SUBSIDIARY CREATED

COMMERCIAL LAUNCH

SPEAKERS



Frédéric Oudéa
CEO
Societe Generale



Gilles Babinet
Digital Champion
at the European
Commission



Claire Calmejane
Chief Innovation Officer
Societe Generale



Nicolas Reboud
CEO
Shine



Eric Lassus
CEO
Treezor

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