



Fair Treatment of Customers

At Coface, SA, Canada Branch, and all Coface North America affiliates, the fair treatment of our customers is an integral part of our corporate culture and governance. It is our ethical responsibility to ensure our customers are treated fairly. In this regard, the following principles are at the heart of our business practices:

- Making sure our customers are confident that their fair treatment is a core component of our governance and culture.
- Providing our customers with clear information throughout the purchasing process and even after, allowing them to make enlightened decisions.
- Satisfying our customers' needs and expectations.
- Making easy for customers to switch products, change providers or submit a claim or a complaint.

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