



LOGIN GUIDE **SHARINBOX** *by SG Markets*

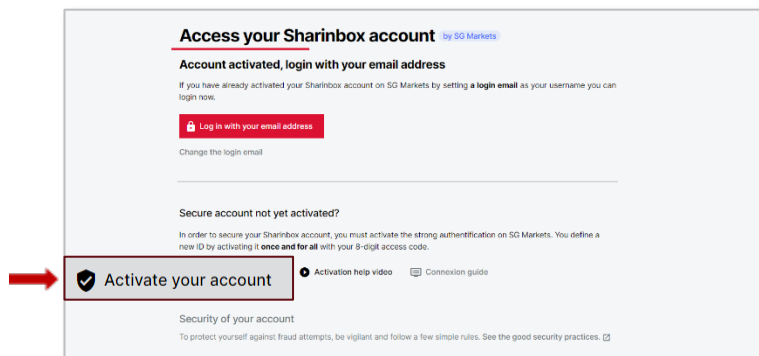
SHAREHOLDER ACCESS

ACTIVATE YOUR SECURE SHARINBOX by SG Markets SPACE

To access your Sharinbox account, you need to activate your account using your 8-digit access code to determine your new login ID. Read on to learn the steps to activate your account. If you have already activated your Sharinbox by SG Markets account, go directly to step 2.

1. ACTIVATE YOUR ACCOUNT

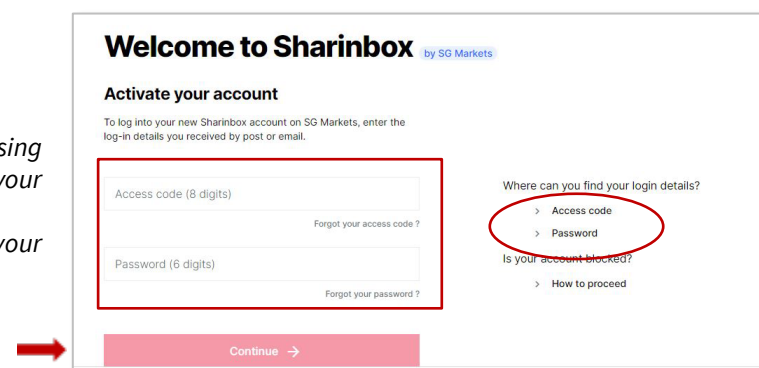
- Click on « **Activate your account** »



- Enter your access code and password then click on « **Continue** »

If you lose or forget these, you can reset them using the "Forgot your access code?" or "Forgot your password?"

A help box on the right tells you where to find your codes.

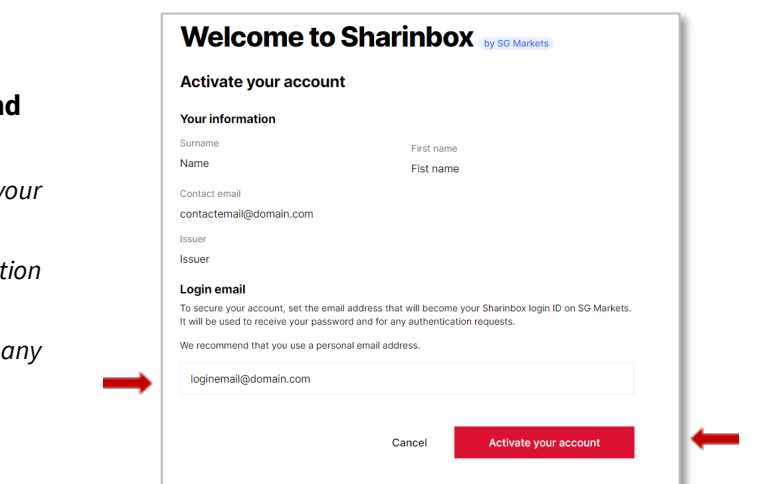


- Enter your e-mail address (preferably your personal one) as a new login ID and click on « **Activate your account** ».

It may be identical to or different from your Sharinbox contact email.

The contact email will be used for all communication regarding your asset portfolio.

The login email will be used for the receipt of any password and authentication requests.



Do you hold several Sharinbox accounts? Use the same email address as a login identifier:



Several accounts: Just ONE login identifier!

- An activation email from SG MARKETS will be sent to you at the email address defined as your login ID; it may take a few minutes for you to receive this email.

ACTIVATE YOUR SECURE SHARINBOX by SG Markets SPACE

- When you receive this email, open it and click on the **"Activate my account"** link.
- Set your new password, then click on **"Submit"**.

The latter must be alphanumeric with at least 8 characters, 1 upper case and lower case letters.

Change password
Set your password

New Password

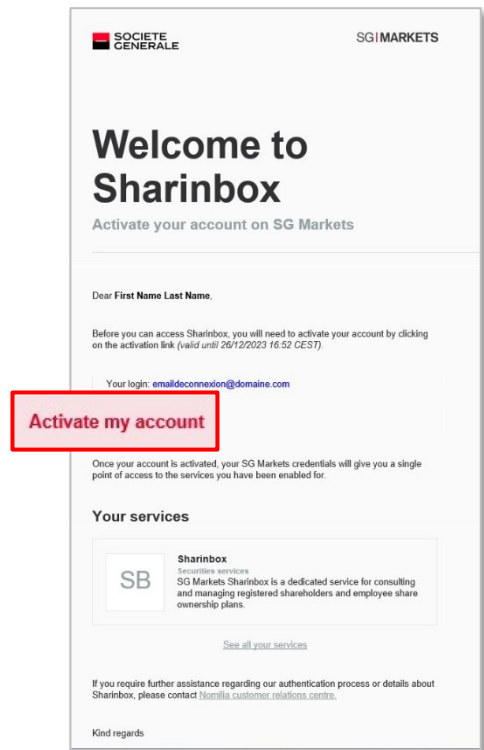
Confirm new password

Password requirements

- Minimum 8 characters in length
- Minimum 1 uppercase letter
- Minimum 1 lowercase letter
- Minimum 1 numeric digit or special character

Confirm

Cancel



Activate my account

- On the home screen, click on **"Log in with your email address"**.
- Enter the email address and password you have just defined



Sign in to SG Markets

Email

Password

Forgot your password? Remember my login email

Sign In



Access your Sharinbox account by SG Markets

Account activated, login with your email address

If you have already activated your Sharinbox account on SG Markets by setting a login email as your username you can login now.

Log in with your email address

Secure account not yet activated?

In order to secure your Sharinbox account, you must activate the strong authentication on SG Markets. You define a new ID by activating it once and for all with your 8-digit access code.

Activate your account Activation help video Connection guide

Security of your account
To protect yourself against fraud attempts, be vigilant and follow a few simple rules. See the good security practices.

- Select your additional security verification enrolment.

This will be used if you log in using a different device or browser.

Additional security verification enrolment

Choose a verification method.

Mobile App authenticator
Verification from an authenticator app on your smartphone. →

Call Back authenticator
Verification via automated voice calls to your phone number. →

Cancel

ACTIVATE YOUR SECURE SHARINBOX by SG Markets SPACE

How to 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.

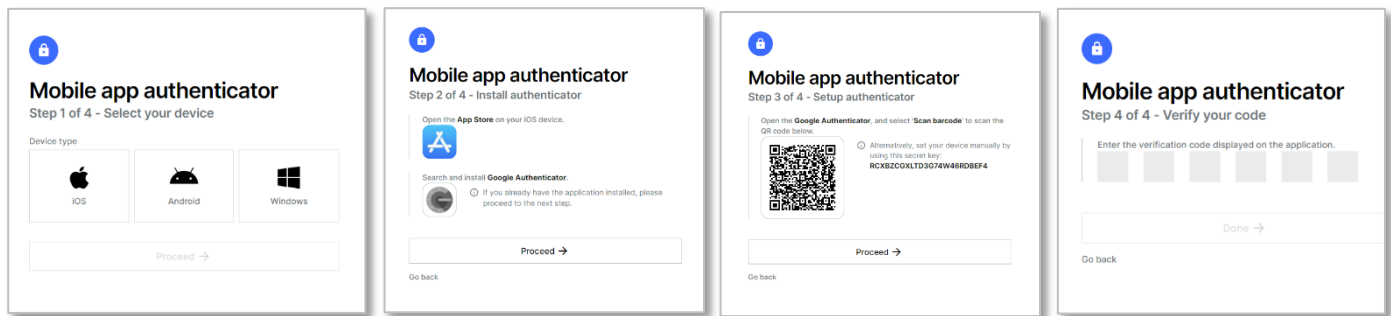
The phone call comes from our SG Connect platform (telephone code +33).

→ By mobile app :

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

- Enter the verification code received using the chosen method.

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



The screenshots show the following steps:

- Step 1 of 4 - Select your device:** A screen with the title "Mobile app authenticator" and "Step 1 of 4 - Select your device". It shows three device type options: iOS, Android, and Windows. A "Proceed →" button is at the bottom.
- Step 2 of 4 - Install authenticator:** A screen with the title "Mobile app authenticator" and "Step 2 of 4 - Install authenticator". It instructs to open the App Store on an iOS device and search for "Google Authenticator". A "Proceed →" button is at the bottom.
- Step 3 of 4 - Setup authenticator:** A screen with the title "Mobile app authenticator" and "Step 3 of 4 - Setup authenticator". It shows a QR code and a secret key: "RCC8ZCCKLTD3074H46RDBEF4". A "Proceed →" button is at the bottom.
- Step 4 of 4 - Verify your code:** A screen with the title "Mobile app authenticator" and "Step 4 of 4 - Verify your code". It says "Enter the verification code displayed on the application." and shows a grid of six input boxes. A "Done →" button is at the bottom.

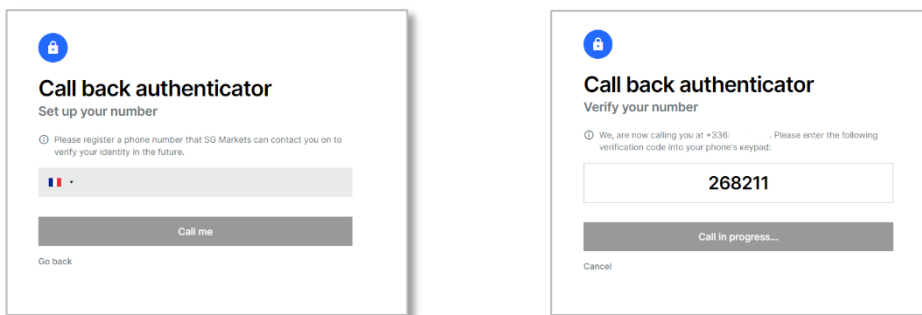
1 Select your mobile device

2 Install and launch the requested application

3 Flash the QR code

4 Enter the temporary code given by the App

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



The screenshots show the following steps:

- Set up your number:** A screen with the title "Call back authenticator" and "Set up your number". It asks to register a phone number and shows a field with a French flag and a "Call me" button. A "Go back" link is at the bottom.
- Verify your number:** A screen with the title "Call back authenticator" and "Verify your number". It says "We are now calling you at +336... Please enter the following verification code into your phone's keypad:" and shows a field with the code "268211" and a "Call in progress..." button. A "Cancel" link is at the bottom.

1 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 secure Sharinbox account and your asset portfolio.

ACCESS YOUR SECURE SHARINBOX *by SG Markets* SPACE

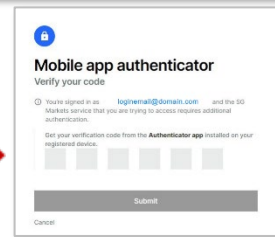
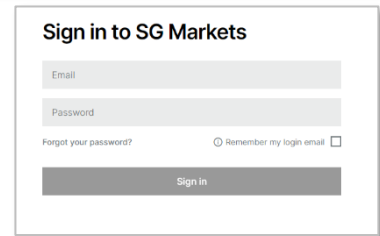
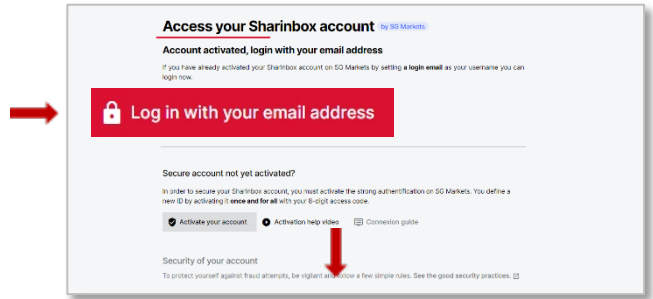
2. LOG IN

- Click on « **Log in with your email address** » on the home screen.

- Enter your login details: the login email defined when you activate your account and your password (validity period of 6 months).

- 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.



RESET YOUR LOGIN DETAILS

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

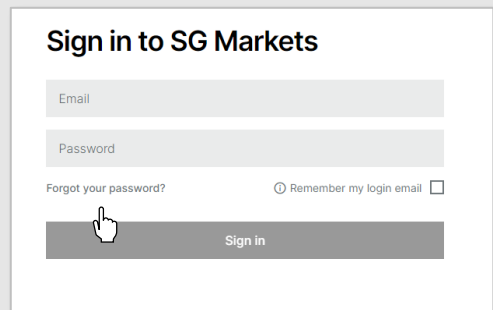
Click on "**Forgot your password?**" on the login screen. Confirm your email address to receive an email and modify your password.

- You have **forgotten which login email you selected?**

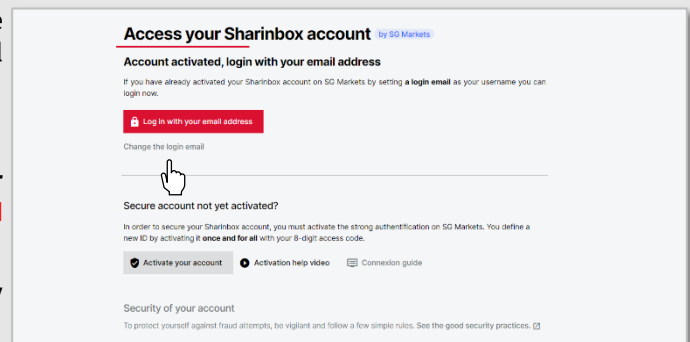
Click on "**Change the login email**" on the home screen and fill out the form. You will receive a new access code and a temporary password (valid for 1 month) and will need to activate your account again (step 1 of the guide).

- 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 our Nomilia Customer Relations Centre.



Forgot your password?



Change the login email

QUESTIONS – ANSWERS

<p>I can't connect, an error message tells me “Incorrect access code and/or password”.</p>	<p>Your 8-digit access code can be found on your account statements received before 06/27/2022. If only your password is incorrect, request “Forgot your password” to receive a temporary password.</p>
<p>Temporary password, received by email, but does not work.</p>	<p>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 “Forgot your password”.</p>
<p>I didn't receive my account activation email.</p>	<p>Sending the email may take a few minutes. Please check your spam folder. If you registered your email incorrectly, you can correct it under “Change the login email” on the https://sharinbox.smarkets.com.</p>
<p>My account activation link is no longer valid.</p>	<p>Most likely, the account activation period has expired: you have 14 days to click on the activation link after receiving it. Your account will be automatically blocked after this period. To unlock your account, there are two options:</p> <ul style="list-style-type: none">• Click on “Change the login email” on the https://sharinbox.smarkets.com.• Contact the Nomilia Customer Relations Centre, available from Monday to Friday, from 09:00 to 18:00 (Paris time).
<p>I can't connect, my account is blocked.</p>	<p>Two reasons could be behind your block:</p> <ul style="list-style-type: none">➔ You entered an incorrect password more than 4 times. In this case, select “Forgot your password” to receive a temporary password.➔ You have not finished activating your account within the time limit. Setting up two-step authentication must be done within 14 days of activating your account. After this period, to unlock your account, there are two options: <ul style="list-style-type: none">• Select edit your connection email on the https://sharinbox.smarkets.com.• Contact the Nomilia Customer Relations Centre, available from Monday to Friday, from 09:00 to 18:00 (Paris time zone).

QUESTIONS – ANSWERS

<p>I chose two-step authentication by phone call, but no calls were received.</p>	<p>Check that your country phone code and phone number are set correctly.</p> <p>To define the country code, select the flag (or gray block) to the left of the space for its number:</p> <ul style="list-style-type: none">➤ If you are in mainland France, choose "France".➤ If you are outside mainland France, use the drop-down menu to find the area code for your region. <p>The call is made via SG Connect (+33 code).</p>
<p>Two-step authentication by phone call does not work.</p>	<p>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.</p>
<p>I can't download the authentication app on my phone.</p>	<p>Check your internet network connection: if your connection is not strong enough, you will not be able to download the app.</p> <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.
<p>The authentication app installation does not work on my phone.</p>	<p>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.</p> <p>The Installation of the application is done from the App Store if you use an Apple phone or from Google Play for Android phones.</p>
<p>I can't scan the QR code.</p>	<p>To scan the QR code with the authenticator app, you must authorize the app's access to the phone's camera.</p> <p>In case the problem persists, you have the option to manually enter the key present in the QR code.</p>

CONFIDENTIALITY AND SECURITY

Strengthened authentication : Sharinbox by SG Markets

SHARINBOX joins the SG Markets platform to give you a better browsing experience by offering a higher level of security.

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.

In case of doubt, please contact our **Nomilia Customer Relations Centre.**

- 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.

WHAT TO DO IN CASE OF PROVEN OR SUSPECTED FRAUD ?

If you have provided sensitive information, please contact our **Nomilia Customer Relations Centre.**

CONTACT US

Website: Secure messaging <https://sharinbox.societegenerale.com>

Tel: **Nomilia** Customer Relations Centre: +33 (0)2 51 85 67 89
Phone number without tax surcharge, invoicing depending on your operator contract and the country you are calling from
Our telephone operators are available Monday to Friday from 9.00 am to 6.00 pm. (CET)
Some services will require an **authentication code** that you must generate by connecting you to Sharinbox, in the « **Contact us** » section at the bottom of the page.

Post: **Société Générale Securities Services**
SGSS/SBO/ISS/SRC
32 rue du champ de tir – CS 30812
44308 Nantes Cedex 3 – France

Fax: +33 (0)2 51 85 62 15