FONDS DE GARANTIE DES DÉPÔTS ET DE RÉSOLUTION
French deposit insurance and resolution fund

FGDR Q&A about the Austrian branch of the failed bank

Questions	Answers
What is this bank failure?	The ACPR, the French banking supervisor, determined this credit institution was no longer able to return its clients' deposits and declared the unavailability of this bank's deposits. As a result, clients can no longer access their accounts. The intervention of the FGDR, the French deposit guarantee scheme is therefore automatically triggered to compensate clients for their deposits up to 100 000 euros per client held in this credit institution in France and in its branch in Austria. Please visit the website www.garantiedesdepots.fr to get general information about the FGDR, its guarantees and about this compensation procedure.
What is the FGDR's role in this credit institution failure?	The Fonds de Garantie des Dépôts et de Résolution (FGDR) initiates the compensation procedure for this bank' clients in France and in its foreign branch opened in Austria. On behalf of the FGDR, the clients of this bank foreign branch will be compensated by ESA, the deposit guarantee scheme in Austria, through its payment method, in accordance with French laws and regulations and following FGDR instructions.
When the compensation of clients in Austria will be initiated?	The day this bank failure is declared by the Supervisory Authority in France (ACPR), ESA the deposit guarantee scheme in Austria initiates the compensation for local depositors at the request of the Fonds de Garantie des Dépôts et de Résolution (FGDR). The compensation of the branch clients in Austria is triggered and will be initiated in the next few days. For detailed information, visit FGDR and ESA websites.
How will the DGS in Austria compensates clients of the local branch?	Compensation for branch clients is made available according with the payment method set by the local DGS in Austria. Important information for clients: ensure that you have another bank account opened at a different bank to receive your compensation.
As a client of the local branch, how is my compensation calculated?	Calculation of compensation is made in accordance with French laws and regulations, as a credit institution member of the French deposit guarantee scheme. For any enquiries about compensation calculations, or for declaring Temporary High Balances (THB), please download and complete the Claim Form available on the DGS websites.

I have an account in the branch out of France of this Credit Institution, is my money lost?	No, your deposits are not lost. this bank is a French banking institution whose covered deposits are protected by the FGDR. FGDR is receiving all clients' information, including clients of the local branch in Austria, from the credit institution to calculate the compensation. The FGDR is responsible and in charge of the overall process of compensation. It calls on the deposit guarantee scheme in Austria, ESA, where the foreign branch is located to refund the clients of the branch using its local payment method. ESA will publish regularly on its website information regarding the local branch clients' compensation.
What is the main contact information?	For detailed information, visit FGDR and ESA websites.

The Fonds de Garantie des Dépôts et de Résolution (FGDR) is a private-law institution with a public service mission: to protect and compensate customers in the event that their bank or financial institution fails.
Created by the Act of 25 June 1999 on savings and financial security, the FGDR manages four mechanisms: the deposit guarantee scheme, the investor compensation scheme, the performance bonds guarantee scheme and the asset management services guarantee scheme.
As of 31/12/2025, it covers 1,134 member institutions and can intervene before a failure on a preventive or resolution basis, or to compensate customers. A crisis operator in support of responsible finance, the FGDR works to ensure the stability and resilience of the French banking and financial system.