

FDJ UNITED ANNUAL GENERAL MEETING – 23 APRIL 2026

WRITTEN QUESTIONS FROM SHAREHOLDERS AND RESPONSES FROM THE BOARD OF DIRECTORS

QUESTION FROM MR. ROBERT

“What actions are being considered in order to measure customer service quality and, above all, to finally improve it significantly?”

Response :

Customer service quality is a key issue for the Group, particularly in the context of the merger of the Unibet and Parions Sport en Ligne (PSEL) activities, followed by the migration of player accounts and related systems on 24 March 2026. The Group is fully aware that this transformation phase may have resulted, for some customers, in less satisfactory service experiences, and it pays close attention to the feedback expressed in this regard.

Customer service quality is measured through several operational indicators, including response and resolution times, customer satisfaction, the quality of interactions, and the consistency of the responses provided. These indicators are monitored regularly and make it possible to assess the performance of the customer service system in an objective manner, as well as to identify priority areas for improvement.

Actions have been implemented to stabilise the customer service organisation. These actions have included, in particular, simplifying processes, strengthening customer service teams, and enhancing operational management through the deployment of a new customer relationship management tool. These measures are now leading to a gradual improvement in the quality of service provided to customers, with a return to normalised contact volumes and improvements in response times and customer satisfaction.

Improving customer service quality remains a priority, and feedback expressed by customers and shareholders is fully taken into account.