



EDF Group Calls for Vigilance Against Fraudulent Solicitation

Following recent reports of fraudulent use of the EDF brand during abusive solicitation operations — at home, by telephone, or through the sending of fraudulent emails — the EDF Group is warning consumers about these malicious practices.

Malicious individuals posing as EDF Group agents or as partners mandated by the Group are conducting telephone canvassing, door-to-door solicitation, or sending fraudulent emails with the aim of proposing fake commercial offers in order to obtain personal information or collect bank details.

The Group firmly condemns these fraudulent and reprehensible practices, which may lead to criminal prosecution. In this context, the EDF Group reminds consumers of the following principles:

- The Group does not engage in any telephone canvassing without the customer's consent.
- The transmission of banking data between the Group and its customers occurs only at the precise moment a contract is signed and through a secure process. Banking details or payment methods may be updated during the lifetime of the contract, but only at the customer's request.
- The Group does not proactively contact customers by email or telephone to request banking information or personal data.
- A single number is available for customers to contact an EDF adviser: **3404**, Monday to Saturday, from 8 a.m. to 8 p.m. (Free service + call charges).

We recommend that our customers and consumers exercise utmost caution and not communicate any information such as banking details, identity documents, tax notices, payslips, or copies of bills to individuals soliciting them.

Telephone solicitation is strictly regulated in France and is notably prohibited in the field of energy renovation.

The EDF Group invites anyone who is a victim or witness of a fraud attempt to:

- Report abusive practices by writing to: demarchage-abusif@edf.fr
- Contact the anti-fraud service set up by the Ministry of the Interior. Scams can be reported by phone at **0811 02 02 17** (local call rate) or via the website: internet-signalement.gouv.fr
- Or submit a report to the **Directorate-General for Competition, Consumer Affairs and Fraud Control (DGCCRF)** via the website: <https://www.economie.gouv.fr/dgccrf/coordonnees-des-DDPP-et-DDETSPP>

The EDF Group reaffirms its ongoing commitment to consumer protection, data security, and the fight against fraudulent practices.

A propos d'EDF

Acteur majeur de la transition énergétique, le groupe EDF est un énergéticien intégré, présent sur l'ensemble des métiers : la production, la distribution, le négoce, la vente d'énergie et les services énergétiques. Leader des énergies bas carbone dans le monde avec une production décarbonée de 520 TWh décarbonée à 94 % en 2024 et une intensité carbone de 30gCO₂/kWh, le Groupe a développé un mix de production diversifié basé principalement sur l'énergie nucléaire et renouvelable (y compris l'hydraulique) et investit dans de nouvelles technologies pour accompagner la transition énergétique. La raison d'être d'EDF est de construire un avenir énergétique neutre en CO₂ conciliant préservation de la planète, bien-être et développement, grâce à l'électricité et à des solutions et services innovants. Le Groupe fournit de l'énergie et des services à environ 41,5 millions de clients ⁽¹⁾ et a réalisé un chiffre d'affaires de 118,7 milliards d'euros en 2024.

(1) Le portefeuille de clients est constitué de contrats électricité, gaz et services récurrents.