COMMUNIQUÉ DE PRESSE

Paris, November 3, 2026

Christophe Famechon appointed SVP Customer Relations at Emeria Group



Emeria Group announces the appointment of Christophe Famechon as SVP Customer Relations. He will lead the customer relations strategy for Foncia and the Group. Reporting to Bruno Vaquette, CEO of Emeria, he joins the Group's Senior Leadership Management Committee and becomes a member of Foncia's Executive Committee.

This appointment reflects Emeria Group's commitment to delivering smoother, more proactive customer journeys and improving customer satisfaction by drawing on its teams' expertise, digital platform and strong local presence.

With more than 25 years of experience in customer relations and customer experience, notably at AOL, Fnac Darty and SFR, Christophe Famechon will support teams across the Group's countries in continuously improving customer satisfaction. He will encourage the sharing of best practices, strengthen service quality standards and help simplify customer journeys.

He will also combine the expertise of the teams, the value of data and the opportunities offered by artificial intelligence to better anticipate customer needs. The aim is to enable employees to devote more time to providing advice and support.

Christophe Famechon's career

An ESCP graduate, Christophe Famechon has more than 25 years of experience transforming organisations and customer experience in France and internationally.

He began his career in telecommunications in Argentina before joining AOL France, where he led customer service and subsequently European operations. He then moved to Fnac Darty, becoming Customer Relations Director in 2017 and leading several major transformation initiatives focused on digitalisation, operational performance and team empowerment.

Following an assignment with LVMH's customer service division, he joined SFR – Altice France in 2024 as Customer Service Director, before taking responsibility for consumer customer relations and experience.

His career has been driven by a strong belief in combining innovation, performance and team expertise to enhance the customer experience.

About Emeria Group:

The Emeria group is is a leading European real estate services provider for both residential (B2C) and commercial (B2B) markets, leveraging human expertise, data insights and artificial intelligence to support its clients.

The Group primarily operates across Europe (Belgium, France, Germany, Luxembourg, the Netherlands, Switzerland and the United Kingdom) through a multi-local organisation, and a portfolio of well-established brands.

Working in close proximity with communities, Emeria Group's brands support owners, residents and investors through a network of more than 700 branches and the expertise of over 15,000 employees.

The Group generates over €1.5 billion in revenue. Its property management business is the market leader in France under the Foncia brand and in the UK under the FirstPort brand.

Group key figures:

- 15,000+ employees
- 700+ agencies and offices
- €1.5 billion in revenue
- 3,5 million clients

For more information: emeriagroup.com

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