



## WHISTLEBLOWING SYSTEM – LETTER TO CEO

### Reporting Media

Bank Mandiri has provided reporting media for acts or indications of fraud and/or non-fraud that can harm the customers and Bank Mandiri as follows:

## REPORTING MEDIA

**Website:**

<https://bmri-wbslhc.tipoffs.info/>

**Email:**

[bmri-wbslhc@tipoffs.info](mailto:bmri-wbslhc@tipoffs.info)

**Letter:**

PO BOX 1007 JKS 12007

**SMS and WA:**

0811-900-7777

### Confidentiality of Whistleblowers

As Bank Mandiri's commitment to maintaining the confidentiality of reporting data, the Bank provides:

1. Guarantee on the confidentiality of the whistleblower identity.
2. Guarantee for the confidentiality of the contents of the report submitted by the whistleblower.

### Protection for Whistleblowers

Protection of Employees who submit reports containing information related to disciplinary violations and breaches of applicable stipulations/regulations, as long as the information submitted by the Employee is true, according to the facts and does not constitute a false report including no involvement of the whistleblower.

### Types of Violations that can be Reported

Reports that can be submitted through WBS-LTC, among others, are:

1. Fraud, which consists of:
  - a. Fraud
  - b. Deceptions
  - c. c. Embezzlement of Assets
  - d. Leak of Information
  - e. Banking Crimes
  - f. Corruption Crimes
  - g. Other actions that can be equated with fraud in accordance with the laws and regulations, as well as actions that are categorised as breaches to the employee disciplinary regulation of Bank Mandiri.
2. Non-fraud, including violations of external and internal rules, including norms and ethics (code of conduct), with examples such as:

- a. Abuse of authority and/or position.
- b. Actions that can degrade the reputation and/or good name of the Bank.
- c. Immoral acts inside and outside the Bank.
- d. Abuse.
- e. Discrimination, violence and bullying in the workplace.
- f. Drug use.
- g. Engage in prohibited community activities.
- h. Violations of ethics, include the use of social media.

### Dissemination of WBS-LTC

To increase understanding of WBS-LTC at all levels within the organization, Bank Mandiri consistently and continuously conducts dissemination in various ways, including by presentation