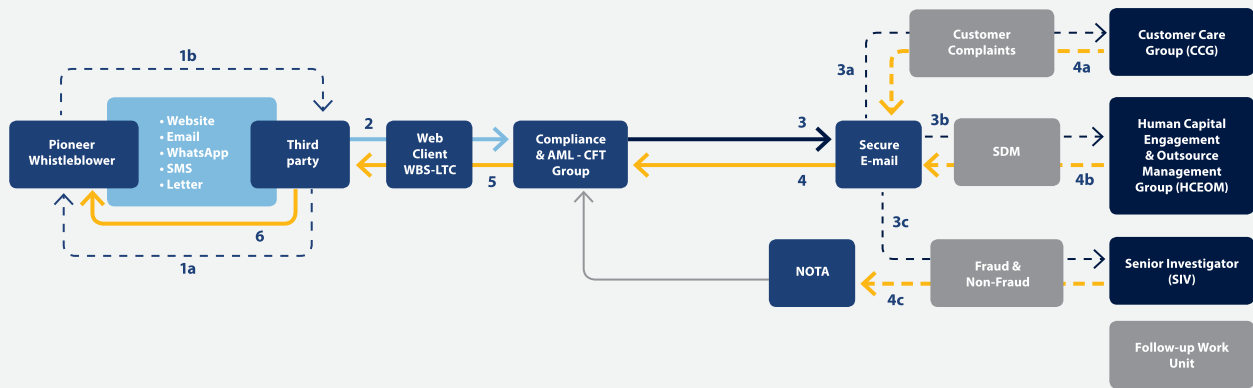


## WHISTLEBLOWING SYSTEM [GRI 2-26]



**Information:**

- 1. Reporting submits WBS-LTC reports via website, email, WhatsApp & SMS or PO BOX letters to third parties.**
  - 1.a. Third Parties request information, documents or supporting evidence from the Reporter if the reporting does not comply with the 4W1H principles.
  - 1.b. The reporter completes the information.
- 2. Third Party submits WBS-LTC report to Compliance & AML - CFT Group.**
- 3. Compliance & AML - CFT Group analyzes WBS-LTC reports according to report type classification.**
  - 3.a. If the contents of the WBS-LTC report regarding customer complaints are submitted to the CCG.
  - 3.b. If the contents of the WBS-LTC report regarding HR (Personnel) are submitted to the HCEOM Group.
  - 3.c. If the contents of the WBS-LTC report regarding Fraud and Non-Fraud (Code of Conduct) are submitted to SIV.
- 4-6. Each Work Unit that follows up on the WBS-LTC report, submits the results of the follow-up to the Compliance & AML - CFT Group, then conveys it to the Third Party to be informed to the Reporter.**

The Whistleblowing System (WBS) mechanism of Bank Mandiri is a means of reporting complaints and violations under the name Whistleblowing System – Letter to CEO (WBS-LTC) which is formal and confidential. WBS-LTC aims to implement the pillar of detecting fraud or indications of fraud, to promote awareness and concern among all Mandirians.

To minimize conflicts of interest and prevent retaliation, the reception of WBS-LTC reports is managed by an independent third party, subsequently documented on the Web Client WBS-LTC platform. These reports are then forwarded to the Compliance & AML-CFT Group for further action in accordance

with the classification of the report. In the reporting year, PT Deloitte Advis Indonesia has been designated as the third party.

WBS-LTC ensures the confidentiality of reporting data, safeguarding both the reporter’s identity and the information they provide. Bank Mandiri offers protection to individuals submitting reports on disciplinary violations and breaches of regulations, provided that the information is truthful, fact-based, and not fabricated, and that the whistleblower is not implicated in the reported misconduct.