



## Report Media

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

1. Website, dengan cara ketik <https://whistleblowing.tips/wbs/@bmri-lettertoceo>
2. E-mail: [bmri-lettertoceo@rsm.id](mailto:bmri-lettertoceo@rsm.id)
3. Surat: PT. RSM Indonesia melalui PO BOX 1007 JKS 12007
4. SMS dan Whatsapp: 08119007777

## Protection for Whistleblower

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

1. Guarantee for the confidentiality of the reporter's identity.
2. Guarantee for the confidentiality of the contents of submitted reports.

## Types of Violations that can be Reported

Reporting that can be delivered via LTC, among others, consists of:

1. Fraud, which consists of:
  - a. Fraud
  - b. Fraudulence
  - c. Asset Embezzlement
  - d. Information Leaking
  - e. Banking Crimes
  - f. Other actions that could be equated with Fraud in accordance with the provisions of the legislation.
2. Non fraud, including violations of norms and ethics (code of conduct), with examples of actions include:
  - a. Opening Bank secrets for personal gain.
  - b. Insider behaviour.
  - c. Immoral acts inside and outside the Bank.
  - d. Harassment.
  - e. Drug abuse.
  - f. Being involved in prohibited community activities.

## Socialization of LTC

In order to increase understanding of WBS at all levels of the organization, Bank Mandiri consistently and continuously socializes the system in various ways, including short video displays, placing posters around the office environment, PC screen savers and e-mail blasts to the board of directors of Bank Mandiri and using printed media that can be implemented by WBS more effectively in the future.

## LTC Reporting Mechanism

