

## 1.0 POLICY STATEMENT

Malayan Banking Berhad and its subsidiaries and overseas branches (“Maybank”) is committed to the highest standard of ethics and integrity in its conduct of business and operations. As part of this commitment, Maybank has in place an avenue for disclosure of any improper conduct.

## 2.0 OBJECTIVES OF THIS POLICY

The objective of this policy is to ensure that all employees and members of the public have access to secured channels to make disclosures on any improper conduct by any member or representative of Maybank, with the assurance that there will be no repercussion against them.

## 3.0 SCOPE

Improper conduct includes, but is not limited to:

- Bribery and corruption;
- Fraud, theft or embezzlement;
- Abuse of power by an employee;
- Conflict of interest;
- Breach of Maybank’s Code of Conduct;
- Failure to comply with legal and regulatory obligations;
- Unauthorised disclosure of customer information; and
- Concealment of any of the above.

Any person who is aware of, or has reasonable grounds to suspect that, any improper conduct has been committed by an employee or representative of Maybank can make a disclosure.

## 4.0 DISCLOSURE CHANNELS

Disclosures can be made via any of the following channels:

<b>Hotline</b>	24 hours toll free number 1-800-38-8833 or 603-20268112 for overseas with secured voice recording
<b>E-mail</b>	whistleblowing@maybank.com
<b>Letter</b>	Group Compliance, P.O. Box 11635, 50752 Kuala Lumpur

Whistleblowers are encouraged to include the following information in the disclosure to facilitate investigations:

- Name of person(s) involved;
- Date and time of the event;
- Nature of the event;
- Witness to the event, if any; and
- Evidence of the event, if any.

## **5.0 CONFIDENTIALITY AND PROTECTION OF WHISTLEBLOWER**

The identity of a whistleblower who made a disclosure in good faith will be kept confidential and will only be disclosed on a strictly need-to-know basis. Employees who whistleblow in good faith will also be protected by Maybank from any repercussion.

## **6.0 WHISTLEBLOWING GOVERNANCE COMMITTEE**

Maybank's Whistleblowing Governance Committee is chaired by an independent non-executive director. The governance committee provides oversight to ensure that disclosures made via the whistleblowing channels are accorded with adequate attention, independence, investigation and remedial action, where necessary.