

Bank BTPN Whistleblowing System

In an effort to improve the effectiveness of Anti-Fraud Strategy and Good Corporate Governance, as well as maintaining the trust and reputation of the company for all stakeholders (employees, customers, partners, etc), Bank BTPN provides a communication tool for both internal and external parties to report violation or fraudulent acts done by Bank BTPN internal employees through the whistleblowing system.

Bank BTPN guarantees confidentiality of the identity of the whistleblower in order to allow them to feel secure while filing the alleged wrongdoings.

Reports submitted must be related to fraud or violation of laws, code of conduct, and conflict of interests.

Whistleblowers must provide their identity, including name (anonymous allowed), and active phone number/email.

Reports must at least explain :

- What happened (what)
- Time and date of the incident (when)
- Branch/Place of the incident (where)
- The parties involved (who)
- How did it happen (how)
- Chronology of events
- Evidence of reported events (if any)
- Value of potential losses (if any)

Submit your WBS report through :

1. Mail

Operational and Fraud Risk Management
Menara BTPN, lantai 35 Jl. Dr. Ide Anak Agung Gde Agung Kav. 5.5-5.6
CBD Mega Kuningan Jakarta Selatan 12950.

2. E-mail : Ayolapor@btpn.com

3. Whatsapp : 0858-8000-0123

Thank you for your concern and trust in us.