

Protection for whistleblowers

Bank Mandiri guarantees protection to any reporting on complaint / disclosure by keeping the confidentiality of the identity of rapporteur (name, address, telephone number, email and work unit / company) and or allowing the rapporteur for not stating their the identity (remains anonymous).

LTC Objectives

It is expected that the LTC program will bring benefits to Bank Mandiri through:

Improvements including: (a) fulfilling customer needs, (b) developing the business, (c) increasing market share, (d) increasing revenue & reducing cost, (e) reducing process time and (f) improving employee engagement.

Prevention of violations (anti-fraud) including: (a) increased employee participation in control measures, (b) establishing early warning systems of fraud and (c) reducing the risk of bank losses.

Scope of LTC Policy

The scope of the LTC reporting system in Bank Mandiri governs many aspects, including the management unit, confidentiality and protection of whistleblowers, reporting procedures and sanctions as well as punishments.

Matters that can be reported pursuant to Bank Mandiri LTC policy are the reporting of fraud as defined below:

1) Definition of fraud

- a. A deviant act or purposeful omission undertaken in order to deceive, cheat or manipulate the Bank, a customer or a third party, that occurs inside the Bank; and/or

- b. uses the Bank's facilities so as to incur loss on the Bank, a customer or a third party; and/or
- c. results in financial benefit enjoyed by the fraudster, whether directly or indirectly.

2) Types of fraud

- a. Corruption, namely receiving/asking for reward and/or misappropriation or misuse of the Bank's money for one's personal interest or the interest of others and/or making or causing others to make plans that harm the Bank.