

In embracing good corporate governance practice, SMBC has put in place Whistle Blowing Policy and Procedure Manual to promote high standards of ethical conduct among its employees and vendors to set out channels and procedures for its stakeholders to raise concern, without fear of retaliation, on any wrongdoing that they may observe within SMBC.

Who are the Whistle-blowers?

Whistle-blowers are any of the persons, listed below, who makes a whistle blowing report pursuant to SMBC's Whistle Blowing Policy and Procedures:

- (i) SMBC employees (including senior management, contract employees, employees during their trial or probation period, temporary-hired employees and part-time employees directly hired by SMBC) and officers of SMBC.
- (ii) Part-time and temporary-hired employees, who are sent by outside service providers, work at offices of SMBC, or employees of other companies seconded to offices of SMBC.
- (iii) Service providers or employees of such service providers to which business operations have been outsourced, and employees of business agents , suppliers or partners.
- (iv) Relatives or spouses of SMBC employees
- (v) Employees who were in any position (i), (ii), (iii) within one year before the whistle blowing

Who can the whistle be blown over?

- i. Employee within SMBC
- ii. Any party or person providing services to or having a business relationship with SMBC

Allegation that may be reported on, including but NOT limited to the following:

- a) Violation or suspected violation of laws or regulations;
- b) Causing damage to any of the following:
 - i. Interest or reputation of SMBC
 - ii. Life, body, interest or reputation of a customer, director, officer or employee
 - iii. Orderly conduct of a market
- c) Violation or suspected violation of SMBC guidelines or rules (including the Compliance Manual or other compliance policies of the Bank); or
- d) Improper business conduct

Reporting Channel and procedures

Whistle-blowers can raise their concern via any of the following methods:

Means	Methods
Telephone Number:	Call the Local Compliance Officer at 03-2168 1233. After call, promptly email the completed Whistle Blowing Form.
Email address:	Fill in the Whistle Blowing Form and email to: lbn_whistle_blowing@my.smbc.co.jp
Mailing Address:	Fill up the Whistle Blowing Form and mail it to SMBC Office: Compliance Department, Sumitomo Mitsui Banking Corporation Malaysia Berhad. Attention: Local Compliance Officer *This form should NOT be sent by fax.

For concern on sexual harassment, work conditions or environment, report can be raised to the Head of Human Resource Department (HRD) via the following methods:

Means	Methods
Telephone Number:	Call the Head of HRD at 03-2176 1442. After call, promptly email the completed Whistle Blowing Form.
Email address:	Fill in the Whistle Blowing Form and email to lbn_whistle_blowing@my.smbc.co.jp
Mailing Address:	Fill up the Whistle Blowing Form and mail it to SMBC Office: Human Resources Department, Sumitomo Mitsui Banking Corporation Malaysia Berhad. Attention: Head of HR *This form should NOT be sent by fax.

Alternatively, the whistle-blowers can report to regulators or law enforcement agencies directly (eg Malaysian Anti-Corruption Commission) under the whistle-blower Protection Act 2010.

The whistle-blower may remain anonymous.

However, to facilitate investigations the whistle-blower is encouraged to disclose to the contact office the following information:

- His/her name;
- The name of the department he/she works for; and
- His/her contact number;

Upon receipt of a report, the details of the allegation will be verified. Whistle-blower will be notified by email or mail by SMBC on the receipt of the allegation and whether the allegation will be investigated. SMBC may request the whistle-blower for additional information necessary for the verification of the allegations.

This process should not be used for improper purposes such as to make false allegations. A person who is found to have abused the process will be subject to disciplinary proceedings or other action.

Protection Accorded to the Whistle-blower

Whistle-blower, who whistle-blow in accordance to the policy, shall not be dismissed or treated unfairly in any way.

WHISTLE BLOWING FORM

Date:

1. Your Information:

Name	
Name of the company you work for (for non-SMBC persons)	
Employee number	
Department you belong to or work for	
E-mail address	
Telephone number	

2. Allegations:

Classification:	
1) Circle the applicable	(a) Sexual harassment-related (b) Work conditions or environment-related, other than (a) (c) Other than (a) and (b)
2) Circle the applicable	(a) Violation or suspected violation of laws or regulations (including legal standards of administrative bodies such as cabinet and ministerial ordinances) (applicable law/regulation: *) (b) causing damages to any of the following: • Interest, reliability or reputation of SMBC • life, body, interest or reputation of a customer, director, officer or employee • orderly conduct of a market or financial system (c) Violation or suspected violation of SMBC guidelines or rules (including the Compliance Manual or other compliance policies of the Bank) (applicable guidelines/rules: *) (d) Improper business conduct (State details:)
Department involved	
Director, officer or employee involved	
Specific details	

* This section may be left blank.