

Whistleblowing - The reporting channel that allows to communicate in a confidential manner any suspected breach of regulations governing banking activities

First Bank S.A. (the Bank) has an internal channel for reporting acts or actions that may constitute breaches of the regulations governing banking activities or other illegal behaviours, as well as raising legitimate and significant concerns about the administration framework of its activity (the whistleblowing system).

Who can submit a report

This communication channel will not be used by the Bank's clients, as there are specific communication methods for that purpose, which can be found on the website.

The Whistleblowing process allows, with the highest confidentiality, the reporting of breaches that harm public interest or the integrity of First Bank S.A., which become known through work reports or based on the existing legal-economic relationship with the Bank, protecting the whistleblower from any potential retaliatory or discriminatory behaviour. First Bank S.A. has implemented appropriate measures to effectively protect the identities of individuals and to ensure confidentiality.

How to submit a report

Complaint reports can be sent using the specific communication channel indicated below (available 24 hours a day, 7 days a week), in Romanian or English.

The report must contain a detailed description of the facts and behaviours considered to conflict with the law, and, where possible, the documents and rules believed to be breached, as well as other findings useful for investigating the reported issues. Finally, the whistleblower is required to declare whether they have a personal interest related to the report.

The monitoring and investigation process of the received reports is coordinated by the Internal Audit Division. Depending on the nature of the complaint report/ or the person making the report, or the reported subject, if it does not fall under the Whistleblowing reporting system, with the whistleblower's consent, the notification can be redirected to a more suitable communication channel.

Communication channel

Whenever it is suspected that a breach has occurred, or might occur, it can be reported by sending an email to whistleblowing@firstbank.ro, channel to which has access only the Head of Internal Audit Division.