



INTESA SANPAOLO
BRASIL SA

Whistleblowing Channel Rules

Intesa Sanpaolo Brasil S.A – Banco Múltiplo (“ISPBR”), in compliance with the Brazilian Conselho Monetário Nacional Resolution 4859/2020 has implemented a system in order to capture and manage reports about potential illicit situations involving ISPBR's activities. As a fundamental part of such system, a Whistleblowing Channel is available for all ISPBR'S employees, clients, users, partners or suppliers, where reports can be performed with possibility to total anonymity. If the whistleblower decides to identify itself, ISPBR's Internal Audit may contact it in order to obtain further details about the case. All reports will be managed and investigated, if the case, by ISPBR's Internal Audit, for which full autonomy and independence is granted for the management of such situations. The reports found as relevant shall be reported to ISPBR's Senior Management, Board of Directors, Supervisory Committee and Intesa Sanpaolo SpA Group (Italy) Group Internal Audit for the applicable actions as needed. For eventual report concerning ISPBR's Internal Audit, a specific channel is available on which the case is directed to ISPBR's Supervisory Committee, made of executives from Intesa Sanpaolo SpA Group, without involvement of the local Internal Auditor in the investigative stage. Total anonymity and confidentiality is granted to the whistleblower, if such has opted to remain anonymous, in all investigative and deliberative stages. The Whistleblowing Channel is of exclusive use for reports about potential illicit situations involving ISPBR.

- Fraud, Conflicts of Interest, Breaches of Internal Policy, Breaches of ISP Group Code of Ethics, Violation of Data Privacy, Corruption / Bribery, Other: br.audit@intesasanpaolo.com
- Sexual harassment: codice.etico@intesasanpaolo.com
- Incident related to ISPBR Internal Audit: br.cds@intesasanpaolo.com

For general contacts or customer complaints, please refer to the channels available at:

<http://www.intesasanpaolobrasil.com.br/contatos>