

To strengthen the culture of prevention, detection, and response to fraud events based on the principle of zero tolerance for illegal acts, Banco de la República presents the Whistleblower's Manual, which contains information on the mechanisms for filing wrongdoing complaints with the Bank.

The purpose of this document is to instruct about the process of filing a complaint, understood as the report by any person to this entity on the occurrence of possible irregularities, non-compliance with regulations, possible fraud situations, or violations of the Code of Conduct by employees or contractors of Banco de la República or third parties in the performance of functions or services of the Bank.

## **What is a complaint?**

It is the report that any person may make, in fulfillment of his or her duty of solidarity, to inform the authorities of the existence of irregularities to activate the mechanisms for investigation and response.

If you detect the existence of alleged irregularities or possible fraud situations by the Bank's personnel or contractors in the performance of their duties, you may report them by following these guidelines:

## **Recommendations for whistleblowing or filing misconduct reports**

- Present a clear, detailed, and accurate description of the events of which you have knowledge. If possible, state how, where, and when they occurred.
- Provide information on who did it, if known.
- Attach the evidence that supports your account and that allows you to guide the inquiries in case you have them.
- If possible, provide your name and address, telephone number, or e-mail address to contact you if necessary, or to keep you informed of the progress of your complaint.
- Inform if the events have been brought to the attention of another authority and indicate which one.

### **What if I want to make an anonymous complaint?**

If you prefer to keep your identity confidential, Banco de la República respects your right to make an anonymous complaint and will examine it. In any case, you must ensure that your report is sufficiently substantiated and supported by evidence to guide internal inquiries. Please inform us if the events have been brought to the knowledge of another authority.

### **Protection of the identity of whistleblowers**

If you choose to reveal your identity and contact details, the Bank will treat your report as confidential. *Banco de la República's* Security and Confidentiality Policy requires all its personnel to keep the information and documents received from whistleblowers confidential and to respect their confidential nature, as well as the handling of the complaint. Consequently, they may not publish, disseminate, comment, or discuss with third parties, copy, reproduce or, in general, use or circulate such information for purposes other than those foreseen by the Bank or the authorities, whether in printed, electronic, verbal, or any other form.

## **How to file your complaint?**

The Bank offers you different channels to file your complaint. Regardless of which channel you use, it will be treated seriously and following the established procedures.

On the Bank's website, go to the "Citizen Services" menu and learn about the available channels:

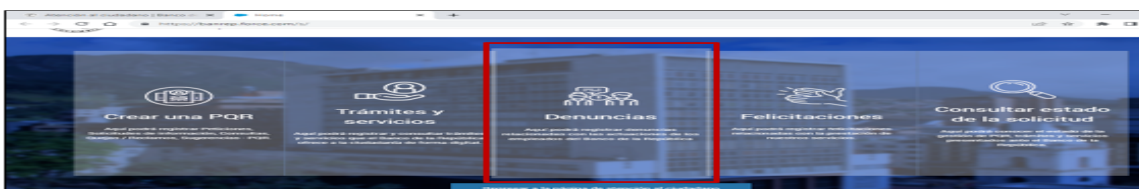


# Electronic form

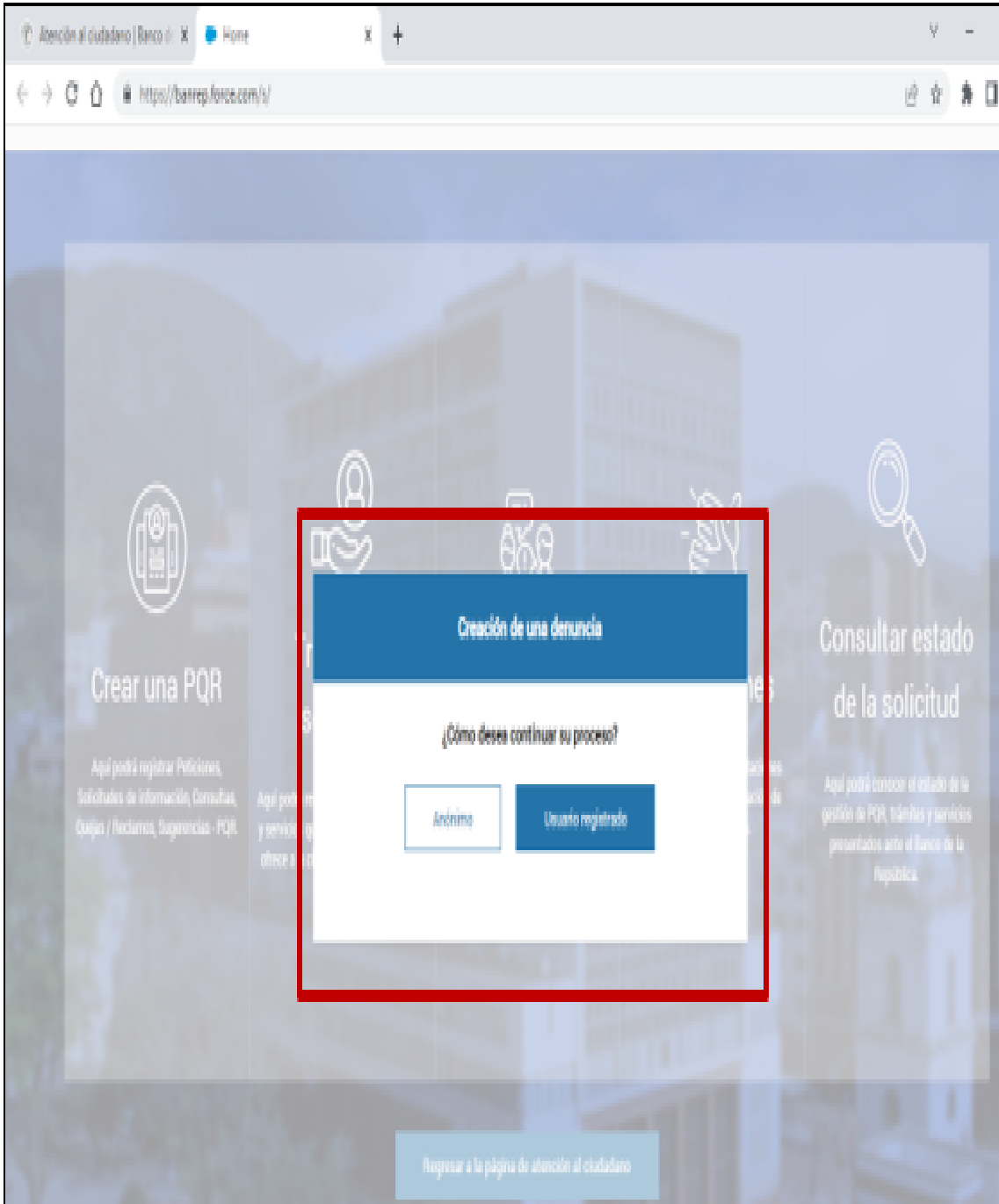
Select the “**Electronic form**” option:



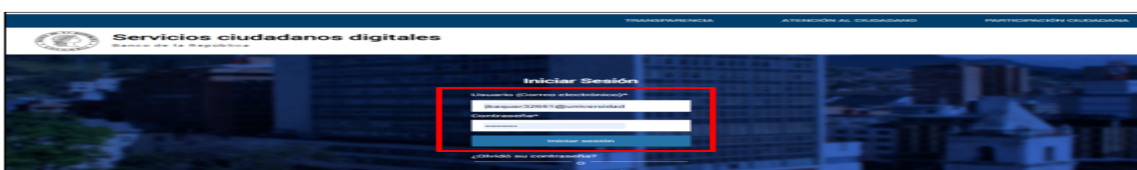
Select the "Complaints" option:



Select if you are or want to be a "**Registered User**" in our Electronic Office for Digital Citizen Services, or if you prefer to leave an anonymous complaint:



If you wish to file your complaint as a registered user, you must log in to the system with your **username** and **password**:



After logging in, the electronic form will be enabled, where you can inform the subject of your complaint in detail and attach the documents that apply to the case.

At the end, check the button in which you accept and authorize the processing of personal data and click on the **Save** button:

Nuevo caso: Denuncia

**Información del caso**

\* Asunto

\* Medio de Respuesta

\* Detalle de la solicitud

Adjuntar Documento

Tamaño Maximo Total Permitido: 3Mb/s

Acepto y autorizo el tratamiento y uso de mis datos personales de acuerdo con las Políticas y lineamientos generales de protección de datos personales del Banco de la República.

If you wish to file your complaint as an anonymous user, select the corresponding option and fill out the form:

Servicios Ciudadanos digitales

Denuncia como usuario anónimo

Asunto

Detalle de la denuncia

Attach the corresponding documents, check the button in which you accept and authorize the processing of personal data and click the **Submit** button:

Detalle de la denuncia \*

Adjuntar Documento

Subir Archivos o Arrastrar Aquí

Tamaño Máximo Total Permitido: 10Mb/s

Acepto y autorizo el tratamiento y uso de mis datos personales de acuerdo con las Políticas y lineamientos generales de protección de datos personales del Banco de la República.

Enviar

At the end of the registration process of your complaint, the system will provide you with a **file number and PIN**, so that you can check the status and response of your case:

Servicios ciudadanos digitales

Confirmación de registro

El sistema le ha asignado un número de expediente y un PIN para consultar el estado de su caso.

Enviar

## Other mechanisms

You may also file your complaints through the filing of documents or physical means at any of the correspondence windows provided by the Bank nationwide, the physical form available at the [citizen services points](#), and through verbal communication, requesting advice at our facilities or through the [citizen services hotline](#). You may also communicate your complaint to Banco de la República through the e-mail [atencionalciudadano@banrep.gov.co](mailto:atencionalciudadano@banrep.gov.co). In any case, you must advise that you wish to report a complaint and/or request that this information be delivered confidentially to the Bank's Office for Risk Management.

All [citizen services channels](#) can be consulted.

## External Mechanisms

You may file your complaints to the following entities that exercise control, supervision, and oversight over *Banco de la República*.

### Office of the Comptroller General of the Republic

- By going to the Service Center in Bogota (Carrera 69 No. 44-35) or to the departmental offices of the Office of the Comptroller General of the Republic.
- By telephone at 601 518 7000 Ext. 21014 and 21015, in Bogota, or at the national toll-free number 018000910060.
- Through the [institutional website](#) or by mail at the Printing, Archive, and Correspondence Department (Carrera 69 # 44-35, 1st floor).

### Office of the Attorney General

- Through the toll-free number for the whole country: 018000 940 808 or at the [electronic office](#):
- In person, at Carrera 5 # 15-60, first floor (Bogota).

### Office of the Financial Superintendent of Colombia

- At the main office: Calle 7 # 4-49 (Bogota), through the switch: +57 601 594 0200, 601 594 0201 or +57 601 350 8166 or by institutional e-mail: [super@superfinanciera.gov.co](mailto:super@superfinanciera.gov.co)
- By fax: +57 601 350 7999 or +57 601 350 5707 or on the lines:
  - Contact Center: +57 (601) 307-8042
  - National toll-free number: 01-8000-120-100
  - Abbreviated number from cell phone: #903
  - Anti-corruption line: +57 (601) 594-0200, Ext. 2334, 2335 and 2342.