

Announcement on Whistleblowing Procedures

Dear customers,

Bank of China (Thai) Public Company Limited (“BOCT”) would like to announce the procedures relating to whistleblowing.

For transparent compliance with good corporate governance, the channels are provided for you to complain or report significant problems, fraud and corruption in the bank as whistleblowing case. The scope of whistleblowing includes but not limited to the followings:

- a. Defects concerning the bank-wide or departmental financial conditions like disclosing unauthentic financial data to the public or providing faked bills for reimbursement;
- b. Defects concerning the bank-wide or departmental internal control like individual business process or procedure malfunction or identified with loopholes;
- c. Possible misconducts occurring to other aspects like any issues that are possible to greatly damage the Bank’s reputation;
- d. Fraud or corruption concerning the bank-wide or relevant staff.
- e. Any behavior that attempts to conceal the abovementioned defects or misconducts.

Please send us letter about your concerns to the following address:

- a. Head of Audit Department

Mail address: PO. BOX 7, Sathorn Post Office, Bangkok 10341 Thailand

- b. Chairman of Audit Committee

Mail address: PO. BOX 7, Sathorn Post Office, Bangkok 10341 Thailand

Where the whistleblowing is detailed and with the name of whistleblower as well as contact number, Officer-in-charge will contact the whistleblower as soon as possible.

We are committed to resolving your whistleblowing and hope that together we can reach a satisfactory conclusion.

Bank of China (Thai) Public Company Limited

19 July 2019