



Service charter

We have certain responsibilities to whistleblowers – and also certain expectations of whistleblowers – that are set out here:

Fairness and respect

We will:

- take your concern seriously
- listen to what you tell us and make every effort to understand
- treat you with courtesy and respect
- be fair and impartial
- do what we say we will.

Confidentiality

We will:

- treat your personal information with care
- disclose your information only with your permission, or as required by law. See our [privacy policy](#) for more details.

Assistance and communication

We will:

- promptly draft a report outlining your concern and send it to the relevant bank
- give you all the help and information we can throughout the process
- communicate with you in the way you choose and in a timely manner.

Our expectations of you

We expect you to:

- treat us with courtesy and respect
- understand that we will not tolerate rude or abusive behaviour
- only report wrongdoing that you honestly and reasonably believe is true or likely to be true
- tell us all concerns about the bank at the outset
- be as specific as you can, and give us all the supporting documentation you have
- tell us as soon as possible if you need to update or correct the information you have given us, or if you wish to withdraw your concern
- let us know you have suffered any reprisal, retaliation, punishment or penalty due to reporting wrongdoing.