



Whistleblowing Hotline Report

2021

Whistleblowing Hotline Report

Intercorp Financial Services and its subsidiaries have a whistleblower hotline that allows employees and stakeholders to report misconduct, fraudulent practices, violations of internal policies, unlawful, unethical behavior or any other concerns. The purpose is to capture as many concerns and potential breaches of our code of ethics as possible.

This hotline is managed by a third party to ensure anonymity, confidentiality, and data integrity. The hotline is accessible through multiple channels such as website, email, call center, and voicemail. In addition, in-person reporting is available, where employees and stakeholders are free to speak face-to-face to a specialist of the outsourced company or directly with the Compliance team of IFS or its subsidiaries.

Compliance is responsible for managing the investigations and metrics. However, there is an escalation process up to the Board of Directors when allegations are related to the Compliance team or Senior Management. Each report is addressed and resolved within the defined timeframe according to the policies and procedures related to the Whistleblower Hotline Management.

Whistleblowing Hotline 2021

In 2021, IFS and its subsidiaries received **170 reports**, 25 of which are qualified as breaches against the Code of Ethics.

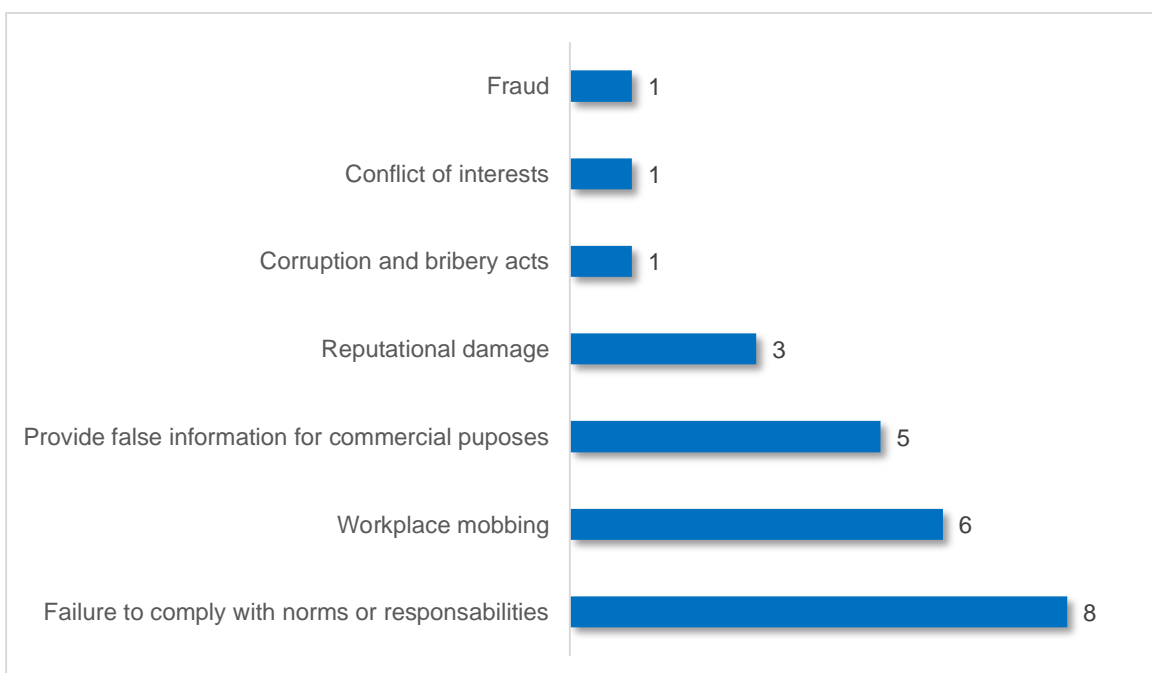
None of these 25 reports are pending investigation.

The breaches against the Code of Ethics are distributed by subsidiaries as follows:



Number of breaches against the Code of Ethics and related fields

The above mentioned **25** reports are related to the following fields:



Disciplinary actions

IFS and its subsidiaries took the following measures for the **25** substantiated breaches against the Code of Ethics:

