

# Whistleblowing Policy

Muang Thai Insurance Public Company Limited



ยึดได้ เมื่อภัยมา

This policy was approved by the Board of Directors' Meeting No.1/2023 on February 27, 2023

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## Whistleblowing Policy

### Muang Thai Insurance Public Company Limited

#### 1. Background and Rationale

Muang Thai Insurance Public Company Limited (“the Company”) has recognized the importance of whistleblowing or complaints by encouraging employees including internal and external stakeholders to lodge a complaint or report any suspected wrongdoings, illegal acts, violation of the code of conduct, fraud, corruption, infringement, unreliable financial reports or inefficient internal control system to the Board of Directors. The Company has therefore determined the following channels for whistleblowing or complaints, procedure and protection measures for the whistleblower, complainant and anyone who cooperates in investigation process.

#### 2. Channels for whistleblowing or complaints

Internal and external stakeholders can report any wrongdoings or lodge a complaint to the Company via the following channels:

- **Postal mail :**  
Internal Audit Department  
Muang Thai Insurance Public Company Limited  
252 Rachadaphisek Road, Huaykwang, Bangkok 10310
- **Telephone :**  
Complaint Management Section  
Tel. 0 2290 3299, 0 2665 4000, 0 2290 3333
- **E-mail :** [info@muangthaiinsurance.com](mailto:info@muangthaiinsurance.com)
- **Online :** <http://www.mticonnect.com> (Contact us >> Complaint/Suggestion)

In addition, the Company has disclosed the channels for whistleblowing or complaints in the Company’s Annual Report. Employees can make inquiries, suggestions or complaints whenever encountering any suspected wrongdoings or non-compliance with the Company’s code of conduct through the departments below:

- Internal Audit Department
- Compliance and Corporate Governance Department
- Human Resource Management Department
- Reliable supervisors at all levels

### 3. Procedure for handling whistleblowing cases or complaints

#### 3.1) Reporting and fact inquiry

Upon receiving a case of whistleblowing or complaint, the aforementioned department is obliged to respond to the whistleblower in writing, collect all relevant facts and information about the case and deliver all those evidence (in case that the whistleblower reveals his/her identity) to the entity assigned to be responsible for investigation.

#### 3.2) Investigation and proceedings

The responsible entity shall verify all the given facts and information and consider the arisen impact including the appropriate action for each case. The Internal Audit Department shall report the result of the case to the Audit Committee for further consideration. In the event that a case of whistleblowing or complaint is involved with the Chairman of the Audit Committee, it shall be reported to the Chairman of the Board of Directors for consideration.

In the event that the Audit Committee agrees that the accused person possibly commits the wrongdoing, or is found guilty of malpractice, or violation against the Company's good governance practice and code of conduct, which has a negative impact on the Company's reputation and creditability, the responsible entity shall report to the Head of Human Resource and Administration Group in order to propose to the President and Chief Executive Officer for the appointment of Investigation Committee under Investigation Policy.

In addition to the above-mentioned proceeding, effective measures to restrain a violation against the Code of Conduct shall be established, and the damages incurred to the affected person shall be remedied by taking account of the overall damages. Moreover, the appropriate protection measures must be provided for the whistleblower or the complainant who cooperate in investigation.

#### 3.3) Investigation result reporting

The responsible entity or the Internal Audit Department is obliged to notify the whistleblower of the investigation result for acknowledgement (in case that the whistleblower reveals his/her identity), and report such investigation result to the President and Chief Executive Officer and the Audit Committee respectively.

### 4. Protection measures for whistleblower or complainant and person who cooperates in investigation

Protection measures shall be provided for the whistleblower or complainant and person who cooperates in investigation as prescribed below:

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4.1) The whistleblower or complainant or any person is entitled to engage in investigation anonymously if it is considered that revealing of identity shall lead to any harm or damage.

4.2) The Company shall refrain from revealing full name, contact address, photos and other details which could lead to the whistleblower or the complainant and person who cooperates in investigation.

4.3) The Company shall keep the relevant information confidential and shall disclose if only necessary, taking account of the safety and damage of the whistleblower or complainant and person who cooperates in investigation, source of information or any related persons.

4.4) In case where the whistleblower or complainant and person who cooperates in investigation is concerned over his/her safety, or may suffer any damages, he/she can request the Company for appropriate protection measures, or the Company may decide protection measures as it deems appropriate without any request.

4.5) A person who suffers any damages will be remedied with fair and proper corrective actions.

4.6) If the whistleblower or complainant and person who cooperates in investigation reports or inquires about suspicious issue with good and honest intention, the Company shall refrain from taking any unfair actions against his/her working conditions, whether by changing position, job transfer, work suspension and cut of benefits. Furthermore, he/she must be protected against retaliation, as such action is considered to be against ethics or code of conduct which may result in disciplinary actions in accordance with the Company's regulations.

This policy shall come into effect from February 27, 2023 onwards.

(Mrs. Nualphan Lamsam)  
President and Chief Executive Officer