

SpeakUp! – The Whistleblowing System - UniCredit Bank GmbH / HypoVereinsbank

**Access data / login credentials**

Country	Phone number	Webservice URL	Access-code
England	080 0022 4118	<a href="https://unicreditbankag.speakup.report/unicreditgmbh">https://unicreditbankag.speakup.report/unicreditgmbh</a>	112246
France	080 554 3753		
Germany	0800 1818 952		
Hong Kong	00852 3019 4193		
Italy	800 147 694		
Singapore	0065 6403 7051		
Switzerland	080 000 5691		
USA	001669 288 7154		

**QR code for mobile app:**



**Please note:** By using the links and telephone numbers to SpeakUp! you will be forwarded to the website or to the telephone connections of the dutch operator SpeakUp (People Intouch B.V.).

In accordance with its obligations under the German Banking Act (KWG) and the Act on Corporate Due Diligence in Supply Chains (LkSG), UniCredit Bank GmbH has set up a whistleblowing system to process reports of rule violations, cases of fraud and financial crime. The reports may also contain personal data - especially in the case of a non-anonymous report. UniCredit Bank GmbH has concluded a corresponding data protection agreement with SpeakUp (People Intouch B.V.).

## FAQs

Simple, safe and also anonymously

### FAQS ABOUT THE SPEAKUP! SYSTEM

#### 1. What is SpeakUp!?

SpeakUp! is the external and anonymous whistleblowing system provided by the Dutch company SpeakUp (People Intouch B.V.), which enables you to call our attention to breach of rules, fraudulent behaviour and financial crime around the clock either online or by phone.

#### 2. What is SpeakUp! intended for?

SpeakUp! is especially intended for messages regarding fraudulent behaviour, financial crime, violations of human rights and environment related obligations under the Act on Corporate Due Diligence in Supply Chains (LkSG), but also to other breach of rules.

#### 3. What is SpeakUp! not intended for?

In particular, SpeakUp! is not intended for customer complaints. Please refer in such a case to your customer relationship manager or to the complaints management department of the bank.

#### 4. Who operates SpeakUp!?

The service is operated by a third party, SpeakUp (People Intouch B.V.), an independent Dutch company. The patented SpeakUp!® reporting system is already used by numerous well-known companies.

#### 5. Is SpeakUp! easy to use?

SpeakUp! can be operated simply and safely. It's important to note down your 8-digit report number and to remember your password carefully to retrieve answers to your message as well as for answering follow-up and questions of detail if required.

#### 6. Can I remain anonymous?

Yes, you can. SpeakUp! facilitates dialogue with an anonymous person, enabling the company to ask follow-up and questions of detail, also anonymously.

#### 7. Will my voice be handed over to HypoVereinsbank?

Your voice message via the SpeakUp! Telephone Service will be transcribed word by word and subsequently made available to Compliance. At the same time the voice message will be deleted by SpeakUp (People Intouch B.V.). Voice messages will never be handed over to anyone. Please make sure to speak slowly and clearly. Ideally, names, locations and specific terms should be spelled out.

#### 8. Can HypoVereinsbank trace my connection data?

SpeakUp! is operated by the external provider SpeakUp (People Intouch B.V.). HypoVereinsbank has no access to details such as phone numbers, voice messages or IP-addresses. These will never be handed over by SpeakUp (People Intouch B.V.).

#### 9. Is there a limit on the length of message I can leave?

No, there is no limit. However, after seven minutes you will get a notification followed by an option to continue.

#### 10. What do I need to do when the SpeakUp! Telephone Service is not accessible?

If you have tried calling from a mobile phone, then please try again using a fixed land line. If you still encounter problems accessing the SpeakUp! Telephone Service, you can use the SpeakUp! Web Service.

#### 11. How quickly will my message be passed on to HypoVereinsbank?

Your message will be sent to Compliance, in principle, within one working day.

#### 12. Who at HypoVereinsbank receives my message?

Your message will be passed on to the responsible officers in Compliance. After an evaluation of your message and, if necessary, after gathering additional information your case will be passed on to the Whistleblowing Working Group. Serious cases will be brought to the attention of the Whistleblowing Managerial Forum and the CEO.

#### 13. How quickly can I check for a response?

HypoVereinsbank will send you an acknowledgment of receipt within 7 working days and ask you questions if necessary. Though, we kindly ask you to login again at a later time when indicated. In addition, you can also send a new message containing additional information related to your current case number.

#### 14. Can I call SpeakUp! at any time?

Yes, SpeakUp! is available 24 hours per day and 365 days a year. If you encounter problems accessing the SpeakUp! Telephone Service, you can use the SpeakUp! Web Service.

#### 15. What languages can SpeakUp! be used in?

After accessing the SpeakUp! Telephone Service or the SpeakUp! Web Service you can choose which language you want to proceed in.