

FAQs - Blow the Whistle

✚ What is the difference between “Complaint” and “Whistle Blowing”?

Whistle blowing can be broadly defined as simply ‘raising a concern’. Such concern may be raised by any stakeholder (Employee, Customer, Vendor, Etc.) in the larger interest of the organization whereas a complaint is lodged to raise a grievance of a personal nature.

✚ Who should report and why?

No system of internal controls can be effective in an organization unless its stakeholders support and follow the system with ownership and responsibility. Meezan Bank has in place a well-defined policy and comprehensive set of guidelines on prevention of fraud & forgery. Which, inter-alia, make it the responsibility of each and every stakeholder of the bank, instead of limiting it to a particular department or senior management only, that if any stakeholder observes any suspicious, fraudulent or unethical activity, transaction or act that may cause a potential threat to the bank or could be against the interest of the bank, he/she must immediately report this to the whistle blowing unit.

✚ Is there any extra responsibility on MBL employees?

Yes. For MBL employees, whistle blowing is mandatory and not voluntary. If later found during inquiry, that an employee has intentionally concealed, suppressed, withheld, delayed or not reported further to whistle blowing unit, any such information or suspicion being in his knowledge, which may have helped the bank to detect, prevent or transpire any instance of fraud & forgery, MBL will take strict action against the employee(s) concerned, besides the perpetrator.

✚ What to report?

Included but not limited to:

- Any misappropriation of funds, securities, supplies and other assets.
- Unauthorized use or misuse of MBL’s property, equipment, material or records.
- Forgery or alteration of cheques, drafts, promissory notes and securities.
- Any computer related activity involving the alteration, destruction, forgery or manipulation of data for fraudulent purposes.
- Any irregularity in handling or reporting of money including cash transactions.
- Any dishonest or fraudulent act.
- Profiteering as a result of insider knowledge of company activities.
- Disclosing confidential and proprietary information to outside parties.
- Accepting or seeking anything of material value (as defined by MBL from time to time) from contractors, vendors, etc.
- Destruction, removal, or inappropriate use of records, fixed assets, etc. and/or any similar or related irregularity.
- Forgery of invoices and other supporting documents.
- Forgery of transaction documents and legal agreements.
- Intentional misrepresentation of customer’s business practices and procedures.

How MBL ensures confidentiality & protection of whistle blower?

The whistle blowing reporting mechanism has been designed to ensure complete confidentiality of the entire process and also enables the bank to take immediate corrective measures. Identification of the whistle blower is kept completely confidential except as required by law or who have legitimate right to know. The bank stands committed to protect whistle blowers for whistle blowing and any subsequent harassment or victimization of the whistle blower is not tolerated.

How to blow the whistle?

Any matter under the purview of whistle blowing may be reported to whistle blowing unit through following options:

- **Option No. 01**
Directly contact members of whistle blowing unit through E-Mail, Fax, Landline and/or Mobile. The contact details are given under “Contact Details” Tab.
- **Option No. 02**
Click on “Whistle Blowing Form” tab. Just fill out the reporting form as per the given guidelines. Your reported information will be exclusively viewable by the member of whistle blowing unit to maintain confidentiality.

Reward for whistle blowing / action against false complaints.

Besides provision of protection to the whistle blower, CEO / DCEO may decide, at the recommendation of whistle blowing unit, to reward the whistle blower. However, whistle blowing in itself does not create a right to reward rather it is the duty of the whistle blower in the larger interest of the organization and /or its stakeholders.

Moreover, to ensure healthy working environment, reporting of biased and / or unfounded allegations to victimize any person and/or the bank will be treated as an offence and the bank reserves its right to take any suitable action against such whistle blowers.