BNK Financial Group

ESG Policy Book

Financial Customer Protection Charter

BNK Financial Group

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BNK Financial Group

Financial Customer Protection Charter

1. Objective

- BNK Financial Group pledges to actively practice customer-centric finance, placing the protection of customer rights as our top priority. We are committed to ensuring the customer's happiness and fundamental rights.

2. Basic Principles

- BNK Financial Group prioritizes customer interests and is committed to providing the best products and services.
- BNK Financial Group will actively listen to our customers' opinions and establish a culture of high ethical standards and consumer protection to build trust with our customers.
- BNK Financial Group will manage and safeguards customer assets and information as if they were our own.
- BNK Financial Group will take a proactive stance in protecting the rights of financial consumers, especially in the cases of any harm caused by financial products.
- BNK Financial Group ensures that no financially vulnerable groups are marginalized, fulfilling its social responsibility and role in finance.

3. Others

3.1 Reference

- The 'Act on the Protection of Financial Consumers'

3.2 Enactment and Revision History

- June 27, 2024. Policy enacted and implemented
- July 24, 2026. Approved by the ESG Committee

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