

BNK Financial Group

ESG Policy Book

Financial Customer Protection Charter



Contents

| | |
|---------------------------------------|----|
| Financial Customer Protection Charter | 03 |
| 1. Objective | 03 |
| 2. Basic Principles | 03 |
| 3. Others | 03 |

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 happiness and fundamental rights.

2. Basic Principles

- BNK Financial Group prioritizes the 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 class 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

TOUCH 
Your Heart, BNL