

SpeakUp! – The Whistleblowing System - UniCredit Bank AG / HypoVereinsbank (UCB AG External)

Access data / login credentials

Country	Phone number	Webservice URL	Accesscode
Austria	0800-295175	www.speakupfeedback.eu/web/ucbaexternal/at	00404
England	0800-1693502	www.speakupfeedback.eu/web/ucbaexternal/gb	00404
France	0800-908810	www.speakupfeedback.eu/web/ucbaexternal/fr	00404
Germany	0800-1801733	www.speakupfeedback.eu/web/ucbaexternal/de	00404
Hong Kong	800963161	www.speakupfeedback.eu/web/ucbaexternal/hk	00404
Italy	800-787639	www.speakupfeedback.eu/web/ucbaexternal/it	00404
Singapore	1800-8232206	www.speakupfeedback.eu/web/ucbaexternal/sg	00404
Switzerland	0800-561422	www.speakupfeedback.eu/web/ucbaexternal/ch	00404
USA	1-866-2506706	www.speakupfeedback.eu/web/ucbaexternal/us	00404

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 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 AG 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 AG has concluded a corresponding data protection agreement with 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 People Intouch, 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, People Intouch, 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 6-digit case number 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 People Intouch. 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 People Intouch. HypoVereinsbank has no access to details such as phone numbers, voice messages or IP-addresses. These will never be handed over by People Intouch.

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 or you can send an email to speakup@peopleintouch.nl.

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 Committee. 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 or you can send an email to speakup@peopleintouch.nl.

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.