Mechanisms for filing whistleblowing complaints at Banco de la República (the Central Bank of Colombia)

Last modified Friday the 21th of February, 2025
To strengthen the culture of prevention, detection, and response to fraud events, based on the principle of zero tolerance for illegal acts, Banco de la República presents the Whistleblower's Manual, which contains information on the mechanisms for filing whistleblowing reports with the Bank.

The purpose of this document is to provide instructions on how to file a complaint, understood as the report made by any person to this institution on the occurrence of possible irregularities, non-compliance with regulations, possible fraud situation, or violations of the Code of Conduct by other employees or contractors of Banco de la República, or by third parties in the performance of functions or services for the Bank.

What is a complaint?
A complaint is the report that any person may produce in compliance of his or her duty of solidarity to inform the authorities of the existence of irregularities with the purpose of activating the corresponding investigation and response mechanisms.

Should you detect the existence of alleged irregularities or possible fraud situations by Bank personnel or contractors in the performance of their duties, you may report them by following this guide:

Recommendations for whistleblowing or filing misconduct reports

- Present a clear, detailed, and accurate description of the events that have come to your knowledge. If possible, state how, where, and when they occurred.
- State who did it, if known.
- In case you have them, please attach evidence that supports your report. This will contribute to guide the corresponding inquiries.
- If possible, provide your name and address, telephone number, or e-mail address so as to contact you if necessary, as well as to keep you informed of the progress of your complaint.
- Also, report if the events have been brought to the attention of another authority and state which one.

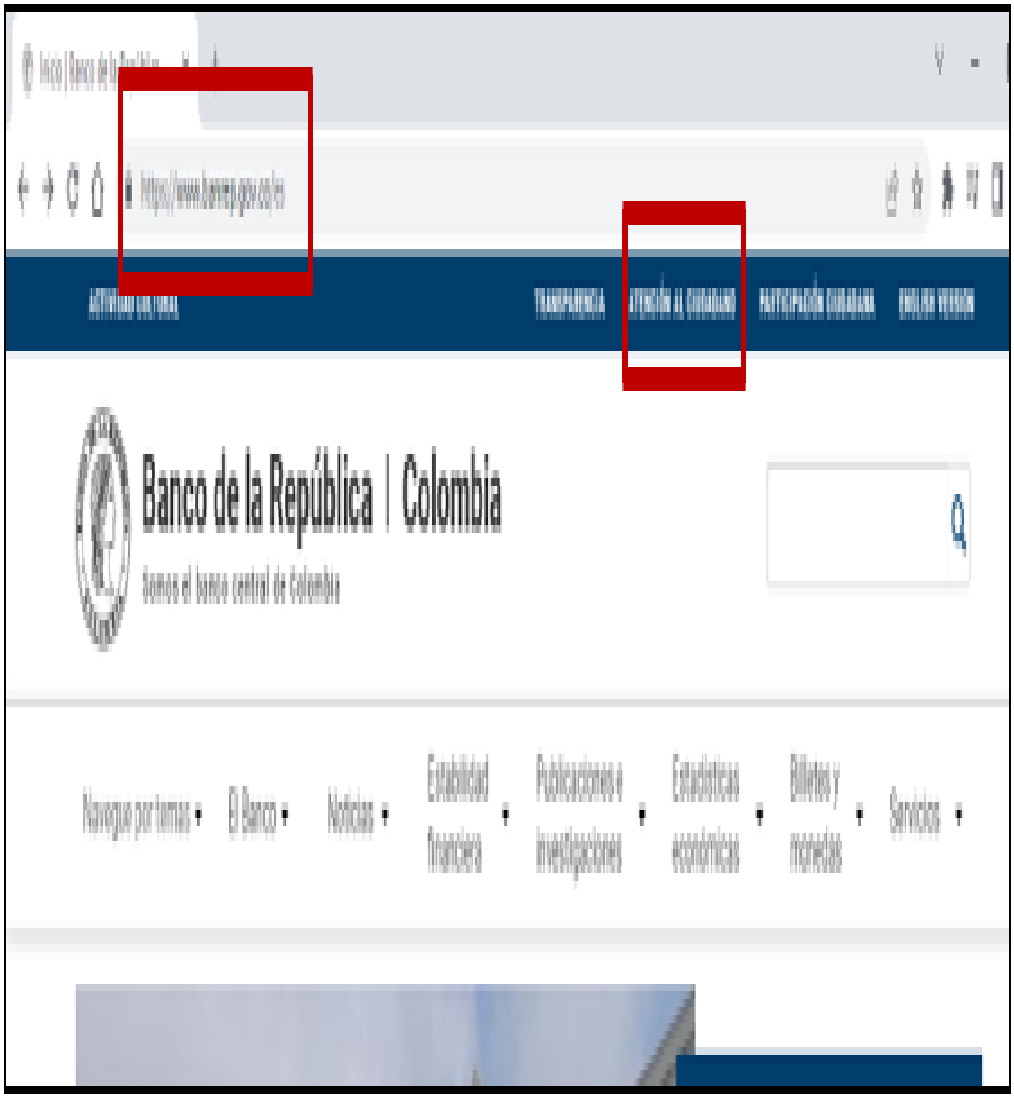
What if I want to make an anonymous complaint?
If you prefer to keep your identity confidential, Banco de la República respects your right to make an anonymous complaint and will examine it. In any case, you must ensure that your report is sufficiently substantiated and supported by evidence to guide internal inquiries. Please inform us if the events have been brought to the knowledge of another authority.

Protection of the identity of whistleblowers
If you choose to give your name, the Bank will treat the report confidentially and keep your identity confidential. Banco de la República's Security and Confidentiality Policy requires all its personnel to keep the information and documents received from whistleblowers confidential respecting their nature, as well as to handle the complaint confidentially. Consequently, they may not publish, disseminate, comment, or discuss with third parties, copy, reproduce or, in general, use or circulate such information for purposes other than those

determined by the Bank or the authorities, whether in printed, electronic, verbal, or any other form.

How to file your complaint?
The Bank offers you different ways to file your complaint. It will be treated with the same seriousness and following the established procedures, regardless of which channel you use.

On the Bank's website, go to the "Citizen Services" menu and learn about the available channels:







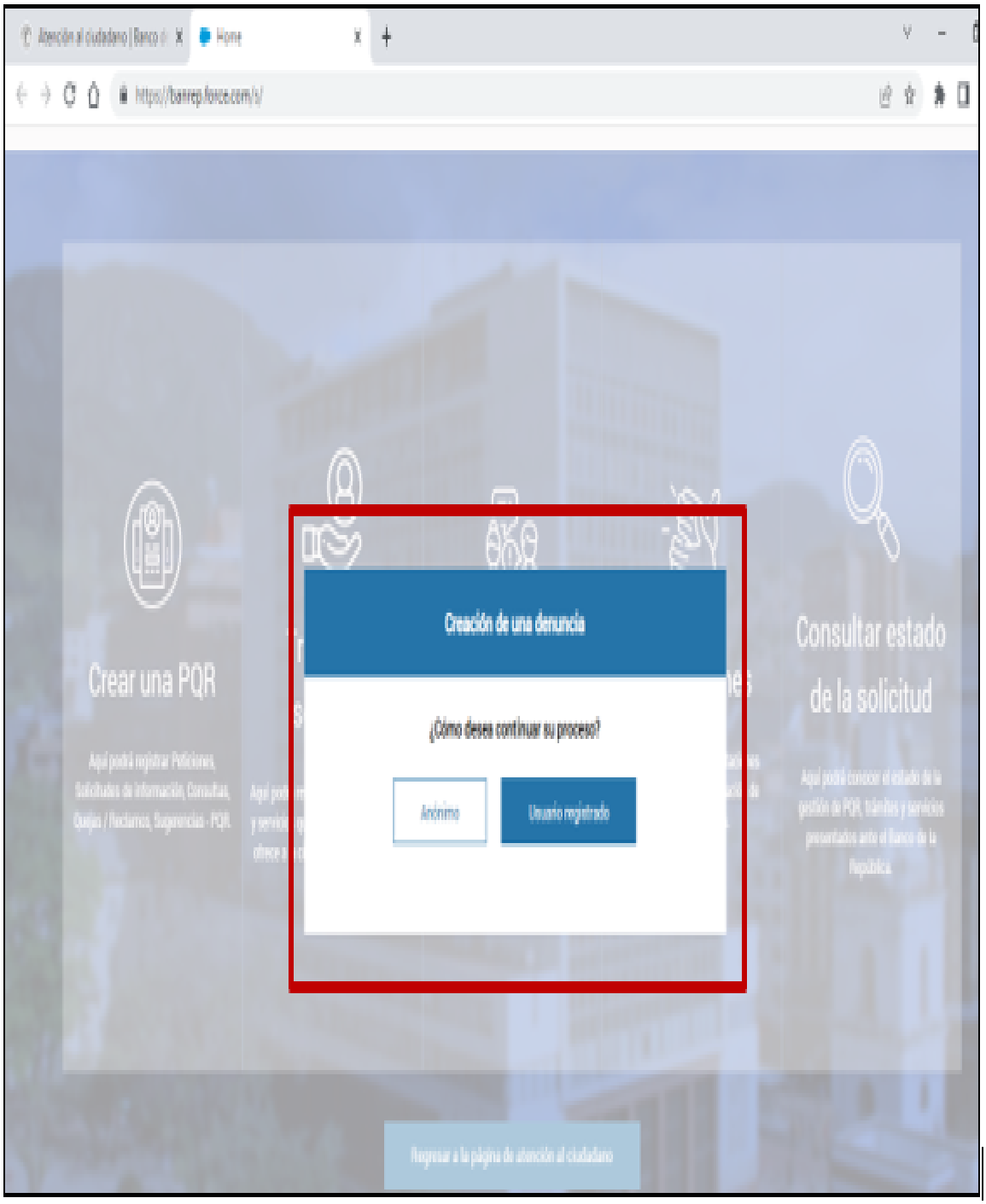
Electronic form
Select the “**Electronic form**” option:



Select the "**Complaints**" option:



Select "**Registered User**" if you are already registered in our Electronic Office for Digital Citizen Services, or if you prefer to leave an anonymous complaint:

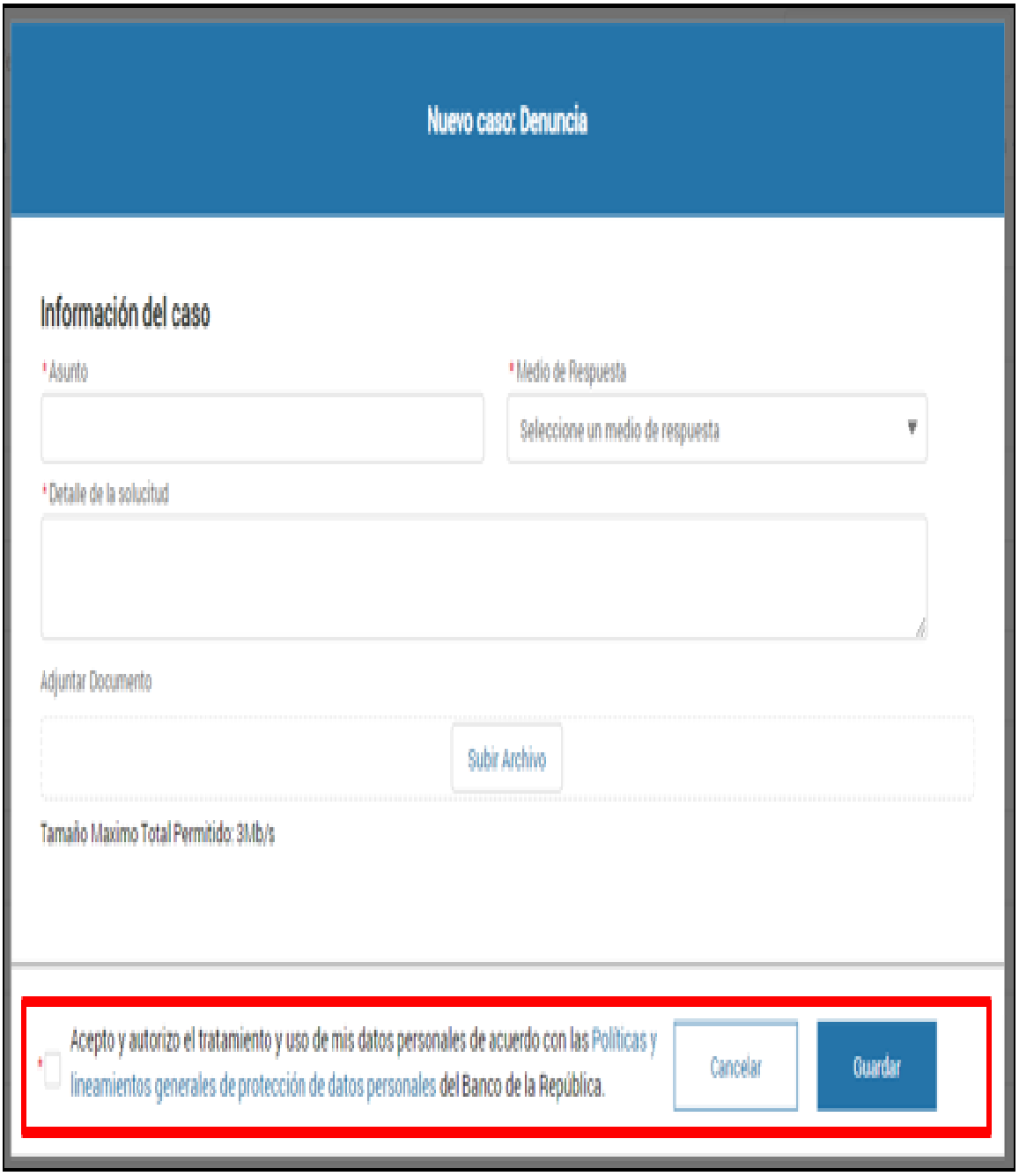


Should you wish to file your complaint as a registered user, you must log in to the system with your **username** and **password**:



After logging in, the electronic form will be enabled. in it you can inform the subject of your complaint in detail and attach the documents that apply to the case.

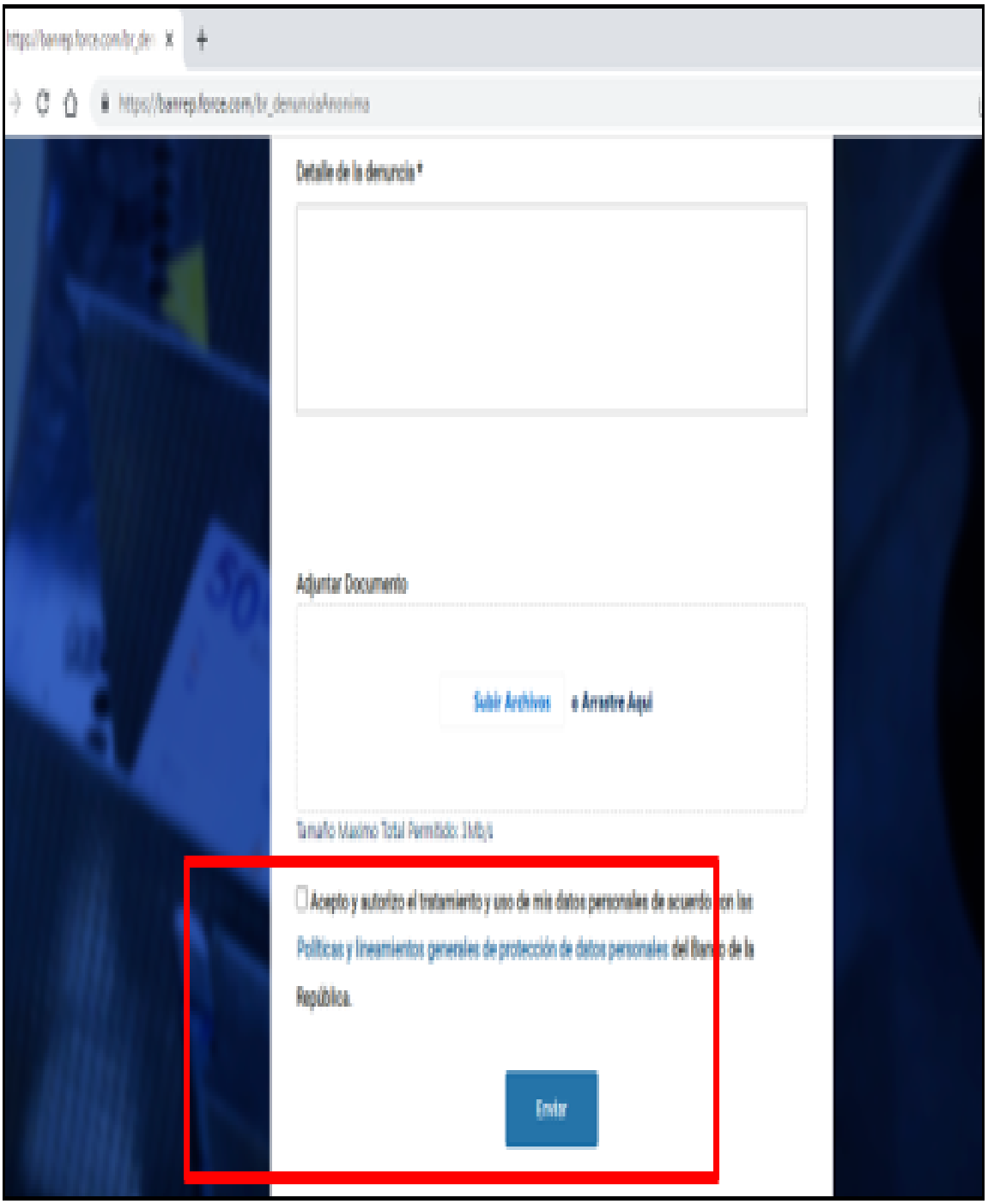
At the end, check the button in which you accept and authorize the processing of personal data and click on the **Save** button:



If you wish to file your complaint as an anonymous user, select the corresponding option and fill out the form:



Attach the corresponding documents, check the button in which you accept and authorize the processing of personal data, and click the Submit button:



After registering your complaint, the system will provide you with a file number and **PIN** so that you can check on the status and response to your case:



Other mechanisms

You may also file your complaints through the filing of documents or physical means at any of the correspondence windows provided by the Bank nationwide, the physical form available at the citizen services points, and through verbal communication, requesting advice at our facilities or through the Citizen Services hotline. You may also communicate your complaint to Banco de la República by e-mail at atencionalciudadano@banrep.gov.co. In any case, you must advise that you wish to report a complaint and/or request that this information be delivered confidentially to the Bank's Office for Risk Management.

All citizen services channels can be consulted.

External Mechanisms
You may file your complaints to the following entities that exercise control, supervision, and oversight over *Banco de la República*.

Office of the Comptroller General of the Republic

- At the Service Center in Bogotá (Carrera 69 No. 44-35) or the collegiate departmental offices of the Office of the Comptroller General of the Republic.
- By telephone at 601 518 7000 Ext. 21014 and 21015, in Bogotá, or at the national toll-free number 018000910060.
- Through the institutional website or by mail at the ?Printing, Archive, and Correspondence Department (Carrera 69 # 44-35, 1st floor).

Attorney General's Office

- Through the toll-free number for the whole country: 018000 940 808 or at the electronic office:
- In person, at Carrera 5 # 15-60, first floor (Bogotá).

Financial Superintendency of Colombia

- Main office: Calle 7 # 4-49 (Bogotá), through the switch: 601 594 0200, 601 594 0201 or 601 350 8166 or by institutional e-mail: super@superfinanciera.gov.co
- By fax: 601 350 7999 or 601 350 5707 or on the lines:
    - Contact Center: +57 (601) 307-8042
    - National toll-free number: 01-8000-120-100
    - Abbreviated number from cell phone: #903
    - Anti-corruption line: +57 (601) 594-0200, Ext. 2334, 2335 and 2342.

Fuente: https://www.banrep.gov.co/en/transparency/mechanisms-filing-whistleblowing-complaints