



Credit Corp Group





**Whistleblower  
Policy  
External**

## **Our Values**

Credit Corp is committed to the highest standards of conduct and ethical behavior. We believe that by promoting an open, honest and transparent workplace, where compliance and fair dealing is central to all that we do, we have built strong relationships with all our stakeholders, including our clients, customers, investors, employees and regulators.

Credit Corp's values include:

- Discipline – 'doing the right thing'
- Accountability – 'making it happen'
- Transparency - 'being open and honest'

To support our values, Credit Corp

- Maintains regular and open dialogue with officers, employees, service providers and other relevant stakeholders, encouraging them to report any suspected or actual wrongdoing; and
- Ensures that individuals who report such wrongdoing are supported and afforded protection.

This policy supports our values, by ensuring that relevant stakeholders are aware of how they may make a whistleblower disclosure, and of the protections afforded to them. However, this policy should not be relied on as legal advice. We encourage whistleblowers or potential whistleblowers to seek their own advice.



# Our Values

this is what we believe in



discipline

## Doing the right thing

Discipline means setting standards and adhering to our controls to ensure that those standards are always achieved.

accountability

## Making it happen

Accountability is all about delivering the right results by taking responsibility for setting targets and measuring outcomes.

transparency

## Being open and honest

Transparency means being open and honest in all that we do, drawing attention to challenges and problems in our business, so that we can overcome them.



# Who Qualifies as a Whistleblower?

## Eligible Whistleblowers

In general terms, a *whistleblower* is an individual who brings certain conduct issues to the attention of an eligible recipient, such as an officer or senior manager of Credit Corp, or to the relevant regulator.

Whistleblowers who report certain conduct issues are afforded protections and remedies to ensure that they do not suffer detriment due to having reported, having been in a position to report, or having intended to report, such conduct.

An individual is an eligible whistleblower under the law and for the purpose of this policy, and therefore afforded such whistleblower protections and remedies, if:

- a) they are, or have been:
  - an officer of Credit Corp<sup>1</sup>;
  - an employee of Credit Corp<sup>2</sup>;
  - an individual who supplies services or goods to Credit Corp (whether paid or unpaid);
  - an employee of a person that supplies services or goods to Credit Corp (whether paid or unpaid);
  - an individual who is an associate of Credit Corp;
  - a relative, spouse or dependent of the above; and
- b) their disclosure is made to an eligible recipient.

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<sup>1</sup>Officers may find more information in Credit Corp's internal Whistleblower Policy for Officers and Employees

<sup>2</sup>Employees may find more information in Credit Corp's internal Whistleblower Policy for Officers and Employees

# Disclosures Qualifying for Protection

## Protected Disclosures

A disclosure of information by an eligible whistleblower qualifies for protection if the whistleblower has reasonable grounds to suspect that the information being disclosed concerns misconduct or an improper state of affairs, or circumstances in relation to Credit Corp, any related body corporate, or an officer or employee of Credit Corp or a related body corporate having engaged in conduct that:

- constitutes an offence against:
  - the Corporations Act;
  - the ASIC Act;
  - the Banking Act 1959;
  - the Financial Sector (Collection of Data) Act 2001;
  - the Insurance Act 1973;
  - the Life Insurance Act 1995;
  - The National Consumer Credit Protection Act 2009;
  - The Superannuation Industry (Supervision) Act 2009;
  - An instrument made under any Act referred to above; or
- constitutes an offence against any other Law of the Commonwealth that is punishable by imprisonment for a period of 12 months or more; or
- represents danger to the public or financial system.

Disclosures are only protected if they are made to an 'eligible recipient'. See below for information on who is an 'eligible recipient'.

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# Who is an Eligible Recipient

Whistleblower disclosures must be made to an eligible recipient to be afforded protection. These include:

- an officer or senior manager of Credit Corp Group or a related Body Corporate<sup>3</sup>.
- an auditor, or a member of an audit team conducting an audit of Credit Corp or a related body corporate;
- an actuary of Credit Corp or a related body corporate;
- a person authorised by Credit Corp to receive such disclosures;
- a legal practitioner for the purpose of obtaining legal advice;
- Australian Securities and Investments Commission ('**ASIC**');
- Australian Prudential Regulatory Authority ('**APRA**');
- Commissioner of the Australian Tax Office ('**ATO**'); or
- a Commonwealth authority prescribed by the *Corporations Regulations 2001*.

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<sup>3</sup> See below on who is a senior manager or officer of Credit Corp

# Who is an Officer or Senior Manager of Credit Corp?

Credit Corp considers the following positions to be senior managers for the purpose of whistleblower disclosures:

- Chief Executive Officer;
- Chief People Officer;
- Chief Operating Officer ANZ;
- Chief Financial Officer;
- Head of Legal and Compliance
- President Credit Corp Solutions (US)

Credit Corp considers the following positions to be officers for the purpose of whistleblower disclosures:

- Company Director;
  - Company Secretary.
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# Anonymity

A whistleblower is not required to identify themselves when making a disclosure, or relying on the protections under this policy or the law. A whistleblower may advise that they wish to remain anonymous, or, if disclosing their identity, place restrictions on who is informed of their identity.

Disclosures to Credit Corp can be made on an anonymous basis in writing to an Officer or Senior Manager to the Company at the following Address:

Credit Corp Group Limited  
GPO Box 4475  
Sydney, NSW 2001

It will assist the recipient in identifying the disclosure as one which relates to whistleblowing, where they are clearly labelled "Whistleblower Disclosure".

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# Disclosure of Identity

When making a whistleblower disclosure that qualifies for protection, the recipient of the whistleblower disclosure must not:

- disclose the identity of the discloser; or
- information that is likely to lead to the identification of the discloser.

Information received from a whistleblower, or any information that could lead to the whistleblower's identification, will be treated strictly in confidence and will not be disclosed unless:

- the whistleblower provides consent for this information to be disclosed;
- the recipient is compelled by the law to do so;
- the disclosure is being made to:
  - ASIC;
  - APRA;
  - AFP;
  - ATO; or
  - a legal practitioner for the purpose of obtaining legal advice or legal representation in relation to the whistleblower disclosure.

Notwithstanding the above, in certain circumstances, where it is reasonably necessary for the purpose of investigating the conduct issue which is the subject of a whistleblower disclosure, information may be disclosed, other than the identity of the discloser, which may lead to the discloser being identified, but only where the initial recipient of the information has taken all reasonable steps to reduce the risk that the discloser will be identified.

Credit Corp will not disclose a whistleblower's identity against their wishes, or disclose information which may lead to a whistleblower being identified, without having taken all reasonable steps to prevent the whistleblower from being identified.

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# Protection from Detriment

For Credit Corp's whistleblower policy to be successful and to ensure that we can identify, investigate and respond to any actual or suspected wrongdoing, whistleblowers must feel safe and confident in coming forward to report conduct issues.

To support this, and to comply with its obligations under the law, Credit Corp will not tolerate any conduct that may cause detriment to the whistleblower or to any other person, in the belief, or suspicion, that a person has made, may make, proposes to make, or could make a protected disclosure.

For these protections to apply, there is no requirement for the disclosure to have actually been made, and the person causing detriment does not need to intend that their conduct causes the detriment.

In particular, no officer or employee of Credit Corp may cause or threaten to cause:

- a) harassment or intimidation of a person;
- b) harm or injury to a person, including psychological harm;
- c) damage to a person's property;
- d) damage to a person's reputation;
- e) damage to a person's business or financial position;
- f) any other damage to a person,

due to a suspicion, that a person has made, may make, proposes to make, or could make a protected disclosure.

There are also significant penalties for such conduct under whistleblower legislation, including large fines and imprisonment for individuals found to have contravened the law. Civil liability in respect of damages may also apply.

Other protections apply in respect of employees and officers. These are outlined in Credit Corp's Whistleblower Policy for Officers and Employees.

Where a disclosure is an eligible disclosure and is therefore protected under the whistleblower legislation, the whistleblower is immune, in respect of that disclosure, from proceedings in relation to defamation, or breach of contractual provisions relating to privacy and confidentiality. This is to ensure that whistleblowers feel comfortable in making disclosures, without fear of civil liability.

# Media Disclosures

A disclosure to a journalist may attract whistleblower protections in some limited circumstances.

This may be the case where:

- the whistleblower first makes a protected disclosure of the disclosable matter to a regulator (previous disclosure);
- at least 90 days have passed since the previous disclosure was made;
- the whistleblower does not have reasonable grounds to believe that action is being, or has been, taken to address the matters relating to the previous disclosures;
- the whistleblower has reasonable grounds to believe that making a further disclosure of the information would be in the public interest;
- after 90 days have elapsed after the previous disclosure, the whistleblower makes a written notification to the recipient of the previous disclosure that the whistleblower intends to make a public interest disclosure and includes sufficient information to identify the previous disclosure; and
- the disclosure to the journalist or parliamentarian is no greater than is necessary to inform the recipient of the misconduct or the improper state of affairs or circumstances.

Emergency disclosures may also be made to a journalist or a parliamentarian if the whistleblower has reasonable grounds to believe that the information concerns a substantial and imminent danger to the health or safety of one or more persons or to the natural environment.

There is no waiting requirement in the case of an emergency disclosure, although the whistleblower must still have made a previous disclosure and also given prior written notification to the recipient of the previous disclosure.

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## False, Frivolous or Vexatious Reports

Where it has been established that a whistleblower has made a false report in relation to the alleged conduct, including where the allegation has been made frivolously, vexatiously and without any reasonable basis, protections against adverse cost orders in damages claims under the Corporations Act may not apply to a whistleblower who acts vexatiously or without reasonable cause.

This should not discourage genuine whistleblowers from reporting matters of genuine concern. A disclosure will not be considered false, frivolous or vexatious simply because an investigation does not find that the allegations are made out.



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## **Amendment**

Credit Corp may amend this policy from time to time as reasonably necessary to respond to legislative changes or to enhance consumer, community or other stakeholder outcomes.

Any changes to the code will be published on our [website](#).

Last Reviewed – November 2024



**Credit Corp** Group