

The 2024 Awareness Plan, aimed at employees and customers



Activity	Goal	Progress	End date	Description
✓ Discussions	✓ 4,900 employees	✓ 116%	✓ November 29th	✓ Topics: Phishing, Vishing, Ransomware, Password security, Information management
✓ Internal email tips	✓ 12 tips per year (1 per month)	✓ 117%	✓ December 20th	✓ Prevention of fraud involving phishing, vishing, ransomware, laptop security
✓ SuccessFactors Course	✓ 1 course per year	✓ 100%	✓ September 27th	✓ Mandatory course on social engineering, cyberattacks.
✓ Safety Week	✓ Once a year	✓ 100%	✓ November 29th	✓ Activities carried out from November 25 to 29, 2024
✓ Wallpaper and Lock Screen Protector	✓ Once a year	✓ 100%	✓ November 29th	✓ Desktop background and lock screen protector for employees' computers. Activity to be carried out in November.
✓ Communications to suppliers	✓ 4 tips per year	✓ 100%	✓ December 20th	✓ Email tips to critical suppliers in Information Security
✓ Phishing Test	✓ 2 tests per year	✓ 100%	✓ November 29th	✓ Social engineering tests carried out with Marsh and/or Entelgy
✓ Red Team	✓ 1 test per year	✓ 100%	✓ November 29th	✓ Attempted cyberattacks on the Bank's infrastructure. Activities carried out in October.
✓ Communications to customers	✓ Communicated by channel	✓ 100%	✓ December 20th	✓ Communications to customers via email, social media, and text messages