## Communication of privacy issues

### Reporting of information security incidents

According to the Information Security Guide, the Information Security Management is responsible for bearing and responding to incidents related to information security. This administration, together with internal and external specialists, provide the following assistance:

- They provide help and guidance for the incidents´ analysis, their causes and recommendations.
- Suggest preventive procedures and methods for Bank TI systems.
- Coordinate support efforts with third parties and specialists involved in the incident.
- Create and maintain (i) incidents response and communication procedures within the organization; (ii) the record of the observed events and incidents; and (iii) the update, communication and critical matrix.

The Incident Response team of Interbank's Information Security Management is responsible for:

- In line with best practices, define the general and specific procedures within an
- incident life cycle.
- Review and test the incident response plan.
- Maintain updated information to support the response to security incidents.

### Notification of information security events

- All collaborators and third parties are responsible for reporting information security incidents and vulnerabilities. They should report any incident through the Service Center or their direct correspondent managers as soon as they become aware of it.
- Security events can be notified by calling annexe 2121 or through the email centrodeservicios@intercorp.com.pe.