FINANCE TRUST BANK'S COMMITMENT TO INFORMATION SECURITY

Finance Trust Bank (FTB) is formally committed to safeguarding the confidentiality, integrity, and availability of all information assets, including sensitive financial and customer information. This commitment is formalized through an Information Security Management System (ISMS) established in line with the internationally recognized standard, ISO/IEC 27001:2022. The scope covers all activities relating to the processing, transmission, and storage of sensitive Bank and customer information.

Core Security Principles and Commitments

FTB's top management is committed to a robust security posture through the following principles:

- Protecting Information: We protect customer, employee, and partner information from unauthorized access, misuse, loss, or compromise across all service channels (branch, agent, ATM, mobile, and internet banking).
- Compliance: We comply with all applicable legal, regulatory, and contractual requirements related to information security.
- Resilience and Business Continuity: We ensure operational resilience through effective risk management, business continuity planning, and a timely incident response capability.
- Continual Improvement: We are committed to the continually improving our ISMS to adapt to evolving threats, technologies, and business needs, ensuring our security remains strong and effective.
- Risk Management: We implement comprehensive risk management practices to identify, assess, and manage information security risks arising from physical, environmental, technological, and third-party sources.

Security Objectives for Customer Trust

To maintain the trust of our stakeholders, FTB's security objectives include:

- Implementing risk-based security and organizational controls to protect customer data, transaction records, and critical banking systems from cyber threats, fraud, and unauthorized access.
- Complying with statutory requirements and contractual security obligations.
- Implementing and periodically testing business continuity plans to address information security continuity.
- Conducting periodic independent security assessments and audits of critical services and management systems.
- Promoting a culture of security awareness through regular training for all staff and relevant third parties.
- Mandating prompt reporting and effective response to all actual or suspected information security breaches to mitigate impact and prevent recurrence.

FINANCE trust BANK

Putting Women First

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