

SUMMARY OF THE PROVISIONS OF THE CODE OF ETHICS OF BC "MAIB" S.A.

I. GENERAL PROVISIONS

BC "Moldova-Agroindbank" S.A. (hereinafter - "Bank" or "maib") has developed this Code of Ethics (hereinafter - "Code") to reconfirm the Bank's commitment to manage its business and relationships with its customers, partners and shareholders, and with the Supervisory and Control Authority according to the highest standards of integrity and professionalism and in strict accordance with generally applicable laws, regulations and practices

This Code applies to all employees, including members of the Bank's governing body, and to persons holding key positions. Each employee has the obligation to carry out his professional activity in accordance with the policies and practices of this Code, regardless of the position, hierarchical level or duration of the individual employment contract / mandate contract.

II. MAIB VALUES

- **ALWAYS CUSTOMER-ORIENTED** - customers are a priority, the core of our business decisions: from products, services and processes to channel development;
- **TRANSPARENT** - we are open and honest with each other, ensuring the transparency of the Bank's activity, internal and external processes;
- **PROFESSIONALS** – we are competent, well trained, know excellent both their field of activity and their customers;
- **TRUSTWORTHY** - we believe in the integrity, capabilities and skills of our colleagues and we count on them; build trustworthy relationships;
- **INNOVATIVE** - we support the proactive and continuous development of all our business objectives; we encourage innovative and creative thinking;
- **AGILE** - we adapt easily, we are flexible and able to react quickly to continuous changes;
- **WITH A TEAM SPIRIT** - we develop a friendly and open horizontal culture; we also apply team spirit in relationships with customers, the community, partners and stakeholders.

III. THE PRINCIPLES OF ETHICAL CONDUCT IN MAIB

- **Relationship and communication with the bank's customers**, which refers to the impeccable service of the customers and the knowledge of the Bank's customers;
- **Employee conduct**, which focuses on the professional, personal and inter-employee conduct, as well as the conduct of the members of the management body of the Bank and the heads of subunits;

- **Anti-fraud and anti-corruption**, which refers to the responsibility of preventing, preventing and not engaging in internal / external fraud, abuse and prohibiting the acceptance of gifts by its employees, when their purpose is to influence the decision-making capacity of employees;
- **Corporate loyalty**, meaning:
 - Avoiding conflicts of interest;
 - Protection of the Bank's assets and intellectual property;
 - Procurement activity based on the principles of transparency, honesty and fairness;
 - Confidentiality of information;
 - Information security and protection of personal data;
- **Business relationships based on trust**, through which the Bank does not tolerate the abuse on the financial market and condemns the use of inside information and does not misuse its position on the banking market;
- **Non-discrimination**, through which the Bank ensures the elimination of any forms of discrimination;
- **Relations with public institutions and mass media** - open, transparent, cooperative and governed by the highest standards of conduct;
- **Health and environmental safety protection** - the bank provides employees with a healthy and safe working environment and as a result each employee has the obligation to avoid any actions that may harm the safety of the environment.

IV. COMPLIANCE WITH THE ETHICS CODE - compliance with ethical standards as a very important element of their responsibilities. The Bank requires its employees to uphold and promote the principles of this Code, manifesting the highest standards of personal conduct.