



## Information Security Management System (ISMS) Policy Statement

Mercantile Bank PLC., one of Bangladesh's leading private commercial banks since 1999, delivers a comprehensive range of financial and digital banking services to its customers. In an increasingly technology-driven environment, the confidentiality, integrity, and availability of information assets are fundamental to maintaining trust and ensuring uninterrupted banking operations.

Recognizing that the banking sector is among the most targeted industries for cybersecurity threats, Mercantile Bank PLC. prioritizes identifying, assessing, and mitigating ICT risks. Bangladesh Bank has identified ICT risk as one of the top six critical risks in the financial sector, and the Bank is fully aligned with this regulatory perspective.

To strengthen its security posture, Mercantile Bank PLC. has adopted the internationally recognized ISO/IEC 27001:2022 framework and has implemented a robust Information Security Management System (ISMS). Building on this foundation, the Bank has also successfully achieved **PCI DSS certification**, further demonstrating its commitment to safeguarding payment card data and adhering to global security standards. Together, these frameworks ensure the protection of customer information, the security of business processes, and operational resilience against emerging cyber threats.

Mercantile Bank PLC. is committed to protecting all information assets from unauthorized access, disclosure, modification, or destruction, and to ensuring compliance with all applicable laws, regulations, and directives issued by Bangladesh Bank and other relevant authorities. The Bank also strives to maintain effective, risk-based information security controls aligned with global standards and best practices. Furthermore, Mercantile Bank PLC. is dedicated to the continuous improvement of its ISMS through structured monitoring, stakeholder engagement, internal audits, and ongoing risk assessments. In addition, the Bank promotes a strong security culture across the organization by ensuring proper training, communication, and accountability at all levels.

This policy has been approved by Mercantile Bank PLC.'s top management and is communicated to all individuals and entities relevant to the Bank's information security obligations.

**Dated:** January 26, 2026



Managing Director  
(Mercantile Bank PLC.)