

EAST WEST BANCORP, INC.

WHISTLEBLOWING

PROCEDURES

(INCLUDING EMPLOYEE COMPLAINT PROCEDURES FOR ACCOUNTING AND AUDITING MATTERS)

In order to facilitate the reporting of issues and complaints from employees, customers and others, the Company's Audit Committee has established procedures for (1) the receipt, retention and treatment of complaints, including on accounting, internal accounting controls, or auditing matters ("Matters") and (2) the confidential, anonymous submission by employees, customers or others of concerns regarding any questionable Matters.

Any employee, customer or other person may submit a good faith complaint regarding any Matter to the management of the Company without fear of retaliation of any kind, including, with respect, to employees, of dismissal.

The Company is committed to achieving compliance with all applicable employment laws, securities laws and regulations, accounting standards, accounting controls and audit practices. The Company's Audit Committee will oversee treatment of concerns of employees, customers and others submitted to the *Whistleblower Hotline*. Human Resources will oversee treatment of concerns of employees submitted to the *EthicsPoint HR Helpline*.

The two hotlines are differentiated as follows:

Use EthicsPoint HR Helpline for: <ul style="list-style-type: none">• Harassment, discrimination, retaliation• Disputes with co-workers or managers• General HR concerns re:<ul style="list-style-type: none">✓ Wages or wage violations✓ Abuse of authority✓ Safety concerns	Use Whistleblower Hotline for: <ul style="list-style-type: none">• Accounting practices• Auditing practices• Internal controls• Securities law violations• Illegal, unethical, or dishonest financial dealings• Sales/marketing/advertising deception• Records management or record keeping irregularities
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Receipt of Complaints and Concerns

Employees, customers and others may submit complaints in any of the following three ways:

- a. To the Company's General Counsel at (626) 768-6688 or through e-mail at lisa.kim@eastwestbank.com or through regular mail at East West Bank, attention: General Counsel, 135 Los Robles Ave., 7th Fl. Pasadena, CA 91101.
- b. To the *Whistleblower Hotline*, an outside third party which will in turn forward the report to the Company and to the Audit Committee of the Company:
By Telephone: (877) 472-2110 for employees in North America or (800) 603-2869 for employees outside of North America
By Fax: (215) 689-3885
By E-mail: reports@lighthouse-services.com (please specify company name)
- c. To the *EthicsPoint HR Helpline*, an outside third party which will in turn forward the report to the HR Department:
By Telephone: (844) 296-1297
Online: by clicking the link on BridgeNet

Matters may be submitted anonymously but persons are encouraged to identify themselves so they may be contacted if needed for additional information and as appropriate to inform them of the resolution of the concern.

Treatment of Complaints

- The Company will when possible, acknowledge receipt of the complaint to the sender.
- Complaints and concerns to the Whistleblower Hotline will be reviewed under Audit Committee direction and oversight by the General Counsel, Internal Audit or such other persons as the Audit Committee determines to be appropriate. Confidentiality will be maintained to the fullest extent possible, consistent with the need to conduct an adequate review. Prompt and appropriate corrective action will be taken when and as warranted in the judgment of the Audit Committee.
- Complaints and concerns to the EthicsPoint HR Helpline will be reviewed and handled by Human Resources with oversight by Compliance or such other persons as are determined to be appropriate. Confidentiality will be maintained to the fullest extent possible, consistent with the need to conduct an adequate review. Prompt and appropriate corrective action will be taken when and as warranted in the judgment of Human Resources.
- The Company encourages employees, customers and others to submit good faith complaints and concerns. Company policy prevents any employee, customer or other who files, testifies, participates, or otherwise assists in a proceeding regarding the above matters from being subject to retaliatory actions by the Company. Employees who file reports or provide evidence which they know to be false or who do not have a reasonable belief in the truth and accuracy of such information may be subject to disciplinary actions.

Reporting and Retention of Complaints and Investigations

- The Company will maintain a log of all complaints and concerns, tracking their receipt, investigation and resolution and shall prepare a periodic summary report thereof for the Audit Committee. Copies of complaints and concerns and such log will be maintained for at least seven years.