



EthicsLine®

Hotline, Case Management, Analytics, Communications

EthicsLine is the official hotline solution provided by the Association of Certified Fraud Examiners (ACFE) offered to members as a resource to detect and deter organizational fraud and other business misconduct. EthicsLine accommodates the receipt, investigation, tracking and analysis of issues surrounding business misconduct and noncompliance. EthicsLine is powered by Global Compliance, the leading, global hotline provider.

EthicsLine Hotline Solution

Across multiple business units and functions, it can be difficult to capture and manage data specific to business misconduct or noncompliance. Is information being documented consistently and thoroughly? Are allegations being investigated and resolved in a timely manner? Are you able to accurately analyze program data in order to spot trends and identify risks?

You need a scalable and flexible solution that enables your organization to select functionality specific to your structure, geography, business processes and legal and regulatory requirements. EthicsLine helps you establish and enforce consistent processes for the receipt, investigation, tracking and analysis of issues and events. EthicsLine facilitates the receipt and management of cases regardless of whether they come in via phone, web, or internally to your organization, and provides a complete audit trail of case-related activity. The EthicsLine packaged offering includes:

- **Hotline** (telephone, web, mobile) – anonymous, confidential, 24/7/365, global reach
- **Case Management** (web-based desktop, mobile) – for management of investigations from open through closed status
- **Analytics** - for tracking and trending
- **Communications Materials** – to increase awareness and comprehension of reporting obligations

EthicsLine offers the following inherent features and benefits:

- **Integrated telephone, web and mobile hotline reporting** enables the anonymous submission of information 24/7/365, in practically any language, from virtually anywhere in the world
- **Secure, on-demand Software-as-a-Service (SaaS) delivery** through a web-based portal provides real-time access to case information for timely response
- **Workflow automation and process controls** enable consistent and thorough documentation for efficiency and effectiveness
- **Robust query tools** provide visibility into summary- and detail-level program information for critical insight and analysis
- **Flexible client-defined configuration** empowers customization of users and permissions

* 2010 ACFE Report to the Nations on Occupational Fraud and Abuse

Ethics hotlines are a leading method of detecting occupational fraud and abuse.

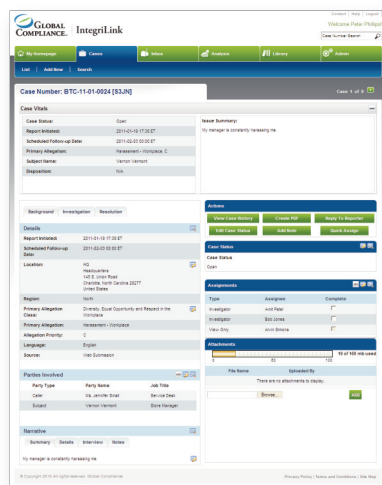
Where a hotline was in place, the average duration of a fraud scheme was reduced by 7 months and the median loss was reduced by 59%.*

Scalable Solutions for any Organization

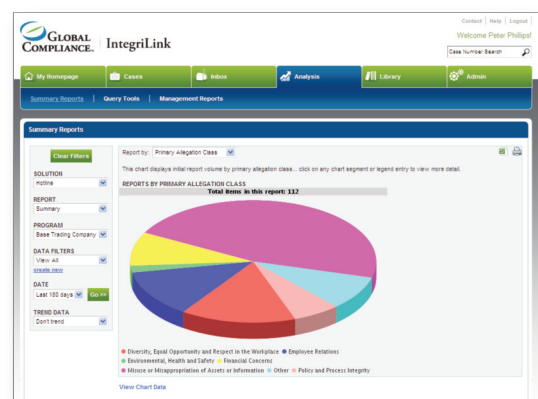
EthicsLine is available in three different suites that can be tailored to your organizational structure, geography, business processes, and legal and regulatory requirements.

- EthicsLineSM Essentials:** Providing the basic tools to document, manage, and track issues reported from multiple sources, EthicsLine Essentials is perfect for small to medium-sized organizations in which a limited number of people are receiving reports and managing investigations. EthicsLine Essentials is a user-friendly solution that provides the necessary controls to enable consistent processes from data collection through case resolution.
- EthicsLineSM Expert:** For a broad, enterprise approach to case investigation, EthicsLine Expert enables customized data collection, in-depth management and tracking of tasks and assignments, additional notification capabilities, self-service configuration, management of access and user permissions and advanced analytical capabilities. Ideal for organizations with complex structures and cross-departmental workflow requirements, the enhanced functionality enables Case Managers and Investigators to collaborate and manage large numbers of case investigations in a consistent manner.
- EthicsLineSM Global:** Honed through our extensive multinational experience, EthicsLine Global incorporates best practices designed to comply with the myriad of International data privacy laws and whistleblower guidelines. Developed for multinational organizations, EthicsLine Global provides the framework to accommodate language and cultural differences inclusive of telephone and web access, greetings and prompts, interpretation and translation and specific allegation types. Case management capabilities include specific features designed to meet data retention guidelines.

As your organization evolves and grows, our scalable EthicsLine solution grows with you.



The EthicsLine Case Management system's user-friendly case view provides an at-a-glance look at case priority, background information, status, investigation notes, resolution details, as well as a list of attached documents. Convenient action buttons enable users to perform the most common functions at the click of a button.



The EthicsLine Case Management system provides self-service tools for running real-time summary reports and provides access to monthly management reports. Presentation-ready charts and graphs provide real-time insight into allegation report volume and issue types. The user-friendly system enables you to set filters, click through to detail, print or download to an Excel spreadsheet.