

# Tip-offs Anonymous

## Frequently asked questions

*How much do you know about Deloitte Tip-offs Anonymous? Here are few frequently asked questions that could put your mind at ease pertaining to the fraud and ethics hotline within your organisation.*

### How the service operates

#### Why would you want to blow the whistle?

Simple, you as an employee have to take a stand against any form of crime or unethical behavior. If you believe it does not affect you, you're wrong. Don't turn a blind eye and deaf ear to the misconduct. By taking a stand and reporting it, you create a safe and crime free environment for yourself and your co-workers.

Here are a few concerns and questions that were raised by employees regarding the Deloitte Tip-offs Anonymous service within other organisations.



#### *How can I be assured that my identity will be protected?*

##### Reply

When you call the Tip-offs Anonymous contact centre you are not required to give your name or any personal details. Secondly, there is no caller identification so we do not know from where the call was made. Even though we record all the calls, **Council for Medical Schemes** will never have access to the recordings so no-one will be able to identify your voice. We also have 'Duty Evaluators' on site who 'sanitise' every call, which means that they strip out any information that could lead to the identity of the caller, so "" only gets a very factual report of the alleged wrongdoing with no additional information.

#### *How do we know that anything will be done about the information that we might forward?*

##### Reply

Top management is committed to ensure that Tip-offs Anonymous is successful and part of the success is to ensure that all tip-off reports are followed up – they would not be going to so much effort if they were not committed to the service. Be assured that reports will be investigated, but you will not be informed as to how the investigation is progressing as these investigations are sensitive and need to be kept confidential. If a report leads to an investigation which leads to a prosecution, you may be informed at that stage.

#### *What happens if someone does not like someone else and uses the line to spread harmful stories (malicious call)?*

##### Reply

Yes, this is a possibility and we are very aware that this can happen. Firstly, if there is malicious intent, one does not need this hotline to spread it – you can spread a rumour in the canteen or put a letter under someone's door. However, all our agents are trained to identify a malicious call and so are our duty evaluators. We filter these calls and flag them as malicious when we forward them. When these reports are read by **Council for Medical Schemes** management they are read in the light that they could be malicious. Also remember that a tip-off is merely an allegation of wrongdoing and proper evidence and proof has to be obtained, before any action can be taken.

*Is there a reward given to the person that makes a tip-off?*

**Reply**

Currently there is no reward scheme in place within Lion of Africa. Remember the 'reward' to the employee is knowing that he/she is working for an organisation that is serious about its business and wants to protect the organisation, for the sake of all employees of the organisation.

*What is the tracking/ reference number used for at the Contact Centre?*

**Reply**

The tracking number is your reference number that relates to the incident that you have reported. Should you wish to add more information to a report at a later stage, you can call back and quote the reference number and just give the agent the additional information.

*Can staff follow up on investigations?*

**Reply**

Generally an investigation is confidential and takes some time to complete so in most cases information relating to the investigation will not be available to the person who made the tip-off. Should an investigation lead to a prosecution, arrest or dismissal then the staff may be informed or you will notice that the person/s is no longer amongst you.

**What is the service about?**

- Anyone can contact Deloitte Tip-offs Anonymous using a dedicated FreeCall 0800 telephone number and e-mail as well as the generic FreePost and FreeFax facilities.
- Trained operators, using sophisticated contact centre equipment, will respond to calls in English and Afrikaans, 24 hours per day, 365 days per year, whilst other languages are offered at certain times of the day.
- Operators will interview callers, probing for specific facts so as to record as much information and understand things as clearly as possible.
- The information is then analysed and forwarded to designated senior officials of the company who will decide on corrective action to be taken.
- Although you may choose to tell Deloitte Tip-offs Anonymous who you are, the Tip-off report will **never** reveal your identity or even your gender (unless **you** choose your identity to be made known to the company!)

**Important tips to remember when using the hotline:**

- Avoid calling Deloitte Tip-offs Anonymous from your telephone extension at work.
- We do not recommend using your office e-mail if you send Deloitte Tip-offs Anonymous an e-mail as your company may track emails through the company server.
- Do not tell anyone in your organisation about any communication you have made with Tip-offs Anonymous

**Council for Medical Schemes Contact Details**

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**Website: [www.tip-offs.com](http://www.tip-offs.com)**

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