



Guidance on Submitting a Telephone Report

When using the telephone service it is helpful to leave your contact information so that a representative from CanaGlobe Compliance Solutions (“CanaGlobe”) can contact you for clarification or follow up information if necessary.

Please note that all communication will be between yourself and a representative from CanaGlobe Compliance Solutions only and at no time will you be communicating directly with a representative from your company unless you choose to do so. Your contact information is never shared with your company unless you choose to share it with them.

Please be sure to speak clearly and slowly so that all details can be understood and transcribed accordingly. Preparing your information ahead of time using the following investigative questions/statements may help to ensure that you are providing as much detail as possible and will aid the designate in preparing an investigation.

1. Please provide your name and contact information so that a representative of CanaGlobe can contact you to clarify or obtain additional information (*this is optional; please see note above*). If you choose not to include your contact information please note that CanaGlobe will not be able to further communicate with you regarding your issue. If you would like to remain anonymous but still wish to communicate with CanaGlobe please submit your report via the secure website where you will be issued a unique ticket number. This ticket number will allow you to go back into the system to check for any additional communication or to provide more information if necessary.
2. Please describe the location of the alleged incident. Please include the city and specific regional association/office to ensure that your report is submitted to the correct designate for investigation
3. Please provide the department that alleged incident occurred in.
4. Please provide the date(s) and time(s) that the alleged incident(s) occurred.
5. Please describe the nature of the alleged wrongdoing (e.g. fraud, theft, conflict of interest).
6. How many times has the alleged incident taken place?
7. How long has the alleged incident been taking place?
8. Please state the full name(s) and title(s) of individuals and/or organizations whom you suspect of wrongdoing.
9. How did you become aware of the alleged improper activity?
10. Have you reported the alleged incident to anyone else? If so, what was the response?
11. Please provide any additional details of the alleged incident that you feel would be useful in the investigation.