

HOTLINE REPORTING SERVICE



According to a report published by the Association of Certified Fraud Examiners in 2008, U.S. businesses lose 7% of their annual revenues to fraud, which translates to approximately \$994 billion per year. The report further stated that organizations without an anonymous hotline suffered a median loss of \$250,000 a year, while those with a hotline lost \$100,000 a year. According to the report, 46% of all frauds are initially identified through a "tip" rather than audits, controls, or other means.

Keiter Slabaugh Penny & Holme's team of professionals assists clients in developing and coordinating the management of their benefit and retirement programs by creating a fresh, new, affordable way to accomplish their goals. By partnering with our clients we gain an understanding of their business needs, objectives, and resources. We also offer innovative services to our clients, including the new Hotline Reporting Service. This service is designed to offer an avenue for employees to anonymously report unethical, illegal, or unsafe conditions.

Occurrences of this nature can result in serious consequences, including fines or lawsuits against your company that could jeopardize your performance and your reputation.

Hotline Reporting Services provide employees with the opportunity to conveniently and anonymously report safety violations, fraud, illegal, or other unethical conduct occurring within an organization. Our experience and research have revealed that this type of service is expensive and is typically offered only to larger employers. In an effort to meet the needs of all organizations and privately-held companies, KSPH is partnering with a national hotline service. We now offer an affordable Hotline Reporting Service that provides 24 hour access and rapid delivery of information that is crucial when addressing this type of conduct.

BENEFITS OF THE PROGRAM

Our hotline reporting program provides a host of benefits which include:

- Increased employee confidence in the organization through education and awareness
- 24/7/365 coverage
- Quality control throughout the process
- Experienced interview specialists handling each call
- Multi-lingual operations
- Access via telephone, web, email or fax
- Incident reports
- Timely notification of critical incidents
- Management reports
- Assistance in incident investigation

HOW THE HOTLINE REPORTING SERVICE WORKS

Once your organization or company has registered, we will assist you in introducing the Hotline Reporting Service to your employees. In addition to a formal presentation, literature will be provided to communicate this new service to your workforce.

At the time an anonymous call is placed, the caller will speak directly to an experienced interview specialist who will gather pertinent information about the incident and prepare a customized report which will be e-mailed to KSPH. A KSPH representative will call your company contact and will provide a copy of the incident report.

Assistance with crucial steps to investigate the reported conditions will be available on a case by case basis, including referrals to appropriate professional service providers.

AFFORDABLE PRICING STRUCTURE

The pricing structure available for this service is based on the size of your workforce. The annual fee for organizations with less than 100 employees is \$100 and for an organization with 100 or more employees the fee is \$250. Additionally, there is a \$50 fee per incident reported. We have found that this fee structure is advantageous for many organizations that have not been able to pay the higher fees normally associated with a service of this caliber.

REGISTRATION INFORMATION

To begin registering your company with the Hotline Reporting Service, contact Dawn Hall at KSPH at 804-200-6752.

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