

Whistleblower Hotline Service

 **24/7/365** **1800 491 560**
International Toll Free

The ProRisk Whistleblower Hotline Service is a completely anonymous and confidential service offered to ProRisk Policyholders, which can be used to notify of suspected or actual fraudulent behaviour, 24 hours a day, 365 days a year.

Buying insurance is a key risk management strategy for any small to medium sized enterprise (SME) to protect against the effects of fraud.

ProRisk offer a range of insurance products designed to cover SMEs insuring exposures to crime, fraud and theft. ProRisk have also negotiated the services of a dedicated whistleblower hotline service which is offered as a value added benefit to a select offering of products containing crime cover.

Access to whistleblower hotline services can be cost prohibitive for SMEs and ProRisk have leveraged our significant group purchasing power to put together the ProRisk Whistleblower Hotline Service.

Policyholders who purchase the ProRisk Whistleblower Hotline Service will have access to a hotline operated by a PKF Integrity, an independent whistleblower hotline provider, to help organisations prevent, and blow the lid on, corrupt and criminal behaviours. Once PKF Integrity receive contact from a whistleblower, they will prepare a report on the disclosure that is taken over the phone. PKF Integrity will then make enquiries to determine the key management personnel within the insured organisation to whom the disclosure should be made. At all times, the whistleblower's identity will be kept strictly confidential unless consent is provided by the whistleblower to PKF Integrity to disclose their identity to the insured organisation. Once the key management personnel have been made aware of the disclosure, they can take the necessary steps that they deem appropriate. This may involve further investigations and possible disciplinary action or in some cases, referral to the relevant authorities.

The Australian Institute of Criminology estimates the total cost of fraud in Australia at **\$2.14 billion**



Fraud in Australia – The Australian Fraud Epidemic



60% of frauds took over 3 years to detect (Warfield & Associates)

\$3M average size of a fraud in Australia & NZ (Australian Institute of Criminology)



Gambling & Lifestyle are the biggest motivators of fraud (Warfield & Associates)

61% of frauds have no recovery (KPMG Fraud & Misconduct Survey)



3 Reasons why every SME should consider utilising a Whistleblower Hotline

1

75% of Australian businesses surveyed do not operate a whistleblower program and yet... (Ernst & Young Asia Pacific Fraud Survey)

2

47% of detected fraud cases were uncovered by a tip off and... (Report to the Nations 2018 Global Study on Occupational Fraud and Abuse by the Association of Certified Fraud Examiners)

3

33% of All Business Failures or Bankruptcies are due to theft and fraud (whistleblowersecurity.com)

Q How do I purchase the ProRisk Hotline Service?

A You can purchase access to the ProRisk Whistleblower Hotline Service by buying a policy of insurance from ProRisk that grants access to the Hotline during the Insurance Period. The fee for accessing the service is charged as a service fee and invoiced along with the premium.

Q How long is the ProRisk Hotline Service available to use?

A As long as you hold a current Policy with ProRisk that grants you access to the ProRisk Whistleblower Hotline Service, you may use the Hotline.

Q Who can use the ProRisk Whistleblower Hotline Service?

A The Whistleblower Hotline is available to employees, contractors, suppliers, customers and other third parties and their relatives.

Q How often can we use the ProRisk Whistleblower Hotline Service?

A There is no limit to the number of times that the Hotline can be accessed during the insurance period.

Q Can we tell people about the ProRisk Whistleblower Hotline Service?

A ProRisk encourages you to let as many people as possible know that you have a dedicated Whistleblower Hotline to help deter and detect fraud. You may wish to make an announcement within your organisation's newsletter, website or intranet, or display the Hotline number in common areas.

Q What can we say about the Hotline Service?

A We recommend that you simply say that you have a Hotline available and provide people with the ProRisk Whistleblower Hotline Service name and number, should they wish to use it. Of course, it's imperative that you keep the existence of your ProRisk Policy confidential.

Q Will PKF Integrity notify the Police?

A Involvement of the Police is at the discretion of the Insured. We would always recommend reporting any crime to the Police, however it is not the responsibility of PKF Integrity to report matters on behalf of third parties unless specifically instructed to do so.

The Process



Q Will PKF Integrity keep all information disclosed confidential?

A Absolutely. All information obtained is stored in PKF Integrity's Disclosure Management System with only a limited number of PKF Integrity personnel having access.

Q Will PKF Integrity notify any information to ProRisk?

A No. It is the Policyholder's responsibility to disclose any relevant information to underwriters.