



# Epiq Integrity Hotline FAQs

## **What service does the Convercent hotline offer?**

The Convercent hotline is a 24-hour issue reporting service for those that would like to speak to someone confidentially about a workplace concern or issue that has occurred. A Convercent hotline agent assists the reporting party through the process and submits a confidential report on behalf of the individual for immediate review and handling by the appropriate members of Epiq.

## **How do individuals contact the Convercent hotline when calling from locations within the United States?**

The Convercent hotline offers 24/7 service and can be reached by calling toll-free 1-800-461-9330 from locations within the United States.

## **How do individuals contact the Convercent hotline when calling from locations outside the United States?**

The Convercent hotline offers 24/7 service for those located outside the United States. Please refer to the Convercent International Toll-Free Number List for a complete list of countries with toll-free numbers. For countries without a toll-free option, individuals may place a collect call/reverse charge call by dialing +1-720-514-4400. Convercent recommends clearly communicating that the + preceding published hotline phone numbers represents the outbound dialing code for the country in which the individual is calling from. For example, if calling from France, the individual would dial 00-1-720-514-4400.

# Epiq Integrity Hotline FAQs (con't.)

## **Can the Convercent hotline assist reporting parties in their native language?**

Convercent hotline agents support over 300 languages allowing individuals to report issues in their native language.

## **How are reporting parties greeted when they call the Convercent hotline?**

Reporting parties that call the hotline using the United States toll-free number or the collect call/reverse charge call will hear an initial greeting in English. The greeting informs the reporting party that they will be transferred to an agent for assistance or they may file a report online at [www.epiqglobal.com/en-us/integrityhotline](http://www.epiqglobal.com/en-us/integrityhotline).

Reporting parties that call the hotline using an international toll-free number will hear an initial greeting in their native language. The greeting will inform the reporting party that a language interpreter will be joining the call to assist them with filing their report. Options are also provided if the reporting party would like to file a report in English or prefer to file a report online at [www.epiqglobal.com/en-us/integrityhotline](http://www.epiqglobal.com/en-us/integrityhotline).

## **How do individuals access Convercent's online issue intake form?**

Reporting parties are directed to [www.epiqglobal.com/en-us/integrityhotline](http://www.epiqglobal.com/en-us/integrityhotline) to access Convercent's online issue intake form. On the webpage, reporting parties have the ability to file a confidential online report, check the status of an existing report, ask their organization compliance or ethics-related questions, and view instructions on how to contact the Convercent hotline if preferred.



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## **Why are employees receiving a greeting in English when they contacted the Convercent hotline using the appropriate international toll-free number for their country?**

Calls placed using a Voice over Internet Protocol (VoIP) system are routed through an internet service provider. In the event that the internet service provider resides outside the country from which the call originated, the call will be recognized by the Convercent hotline as coming from the actual location of the service provider and greet the reporting party in that respective language. To ensure employees receive a greeting in their native language, it's recommended that organizations with VoIP systems route calls through a local service provider.

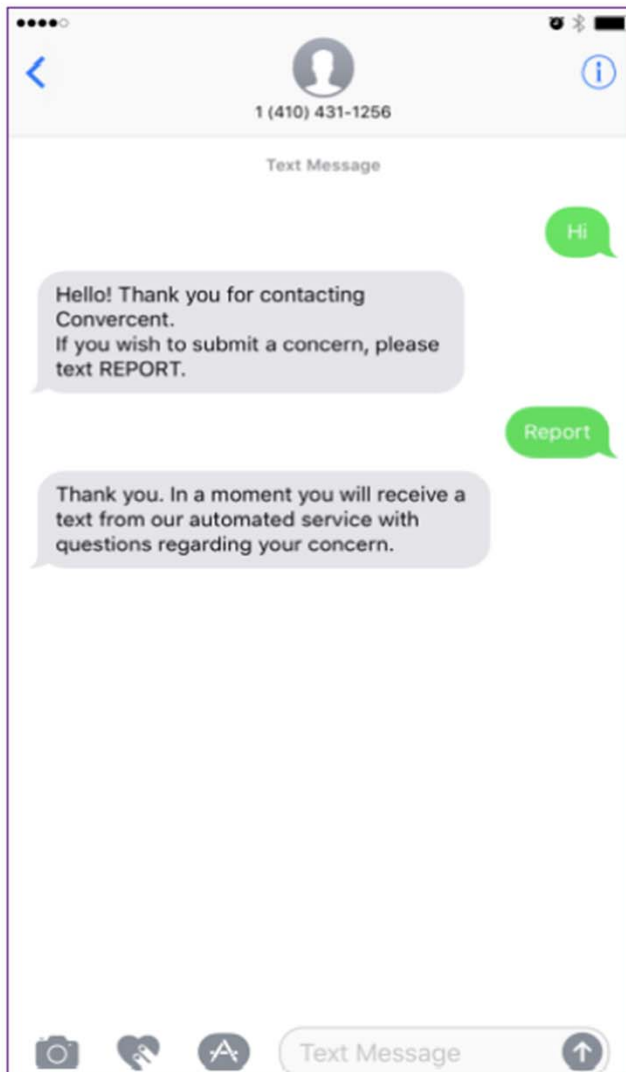
## **How does the SMS reporting work? How can I submit a concern via text?**

Epiq now provides another channel of reporting a concern via SMS (Short Message Service) for individuals who are located in North America. Anyone can initiate a submission even when there is no privacy to place a phone call or no access to the internet. This will be helpful for field workers and those in remote locations or for others who just prefer to submit via text. Anyone (in North America) can initiate a submission by sending a message to 404-666-7764. Start by sending a greeting such as Hi, Hello, or any other word. You will get a reply with a greeting and a request to confirm intention to submit a report that will need a response to transition to the next step. You will get an SMS with a series of 4 questions that will need to be answered. Once information is received, a report submission is complete. You will get a text with a confirmation and access code with password to access the report online.

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## STEP 1:

Reporting party sends a text message to the SMS Intake. They start by saying: Hi



## STEP 2:

Automated SMS service contacts the reporting party to capture the report

