

Frequently Asked Questions - Current EthicsLine Customers

1. Why did the ACFE choose Global Compliance to power EthicsLine rather than continuing the former partnership with The Network?

The ACFE has chosen to partner with Global Compliance because our mission has always been to provide our members with the best anti-fraud solutions. As the ACFE has grown globally, we recognized the need to provide our members with a more comprehensive solution. Not only is Global Compliance the largest and most experienced hotline provider, but they also offer the most comprehensive ethics and compliance solutions of any vendor in the industry.

2. Who is Global Compliance?

Global Compliance is a Charlotte, NC-based company that introduced the first compliance reporting hotline nearly 30 years ago. They are currently the largest provider of integrated ethics and compliance solutions including hotline reporting, case management, and analytics, supporting their clients' 25 million employees in over 200 countries. As the most experienced provider of hotlines worldwide, Global Compliance has built a proprietary database of over 3 million hotline reports. It's the largest and most robust source of ethics and compliance benchmarking information worldwide.

3. How will the new EthicsLine partnership with Global Compliance affect my current EthicsLine service?

Although the ACFE partnership with Global Compliance became effective January 1, 2010, your EthicsLine service is functioning 24/7/365 and you will not experience an immediate impact. Hotline and case management services, billing, and technical support will remain unchanged until either a) we reach out to you directly to explain any changes given your specific type of service contract or b) you call us directly requesting an upgrade to the new EthicsLine powered by Global Compliance. When you upgrade to the new EthicsLine, Global Compliance will work with your current provider to make the transition as seamless as possible. Should you wish to find out more, please contact an EthicsLine representative at 888-782-4769 or access www.Ethicsline.com and complete and submit the contact us form and a representative will contact you.

4. Why should I upgrade to the new EthicsLine powered by Global Compliance?

First, by upgrading to the new EthicsLine powered by Global Compliance, you will remain affiliated with the official hotline of the ACFE. Additionally, you will benefit from enhanced hotline, case management, and analytics services and you will receive the added feature of accessing your cases through mobile devices such as your iPhone and Blackberry smartphone. Thus, you'll have the flexibility to manage your cases wherever you are, whenever you need to. Lastly, you will gain access to a more comprehensive suite of ethics and compliance solutions, including training and employee awareness programs, consulting services, as well as benchmarking capabilities which will help you gain insight into your ethics and compliance program performance.

5. How do I upgrade to the new EthicsLine powered by Global Compliance?

If you would like to transition to the new EthicsLine powered by Global Compliance, or if you have any questions about the new EthicsLine, please call 888-782-4769 to speak to a customer service representative or you may access www.Ethicsline.com and complete and submit the contact us form and a representative will contact you.

6. Can I keep my same toll-free hotline number if I upgrade to the new EthicsLine?

As long as your toll-free hotline number is a North American toll-free number, you should be able to keep that number if you upgrade to the new EthicsLine powered by Global Compliance. To confirm, please call 888-782-4769 to speak to a customer service representative who will be able to assist you with answering questions specific to the transition of your account. They will work with you to make the upgrade as seamless as possible for you and your organization and will coordinate with the former EthicsLine vendor to transfer your number. Alternatively, you may request an EthicsLine representative contact you by completing and submitting the contact us form at www.Ethicsline.com.

7. How will the transition to the new EthicsLine be made simple for current EthicsLine customers?

We want to make your upgrade to the new EthicsLine as simple and seamless as possible so you can begin to experience the benefits of the new EthicsLine powered by Global Compliance. To ensure this, the following steps will be taken to ensure a smooth transition:

- A Transition Account Manager will be assigned to your account to guide you through the transition
- There will be no set-up fee for upgrade to the new EthicsLine service
- Hotline program data will be transferred from your current EthicsLine program to your new EthicsLine program
- Global Compliance will work with your current hotline provider to transition your toll-free hotline number to your new EthicsLine service

8. Are there other specific benefits that I will receive during my upgrade?

Yes, the following are some additional benefits you will recognize during upgrade,

- Case Management PDA functionality
- Flexible pricing and feature upgrades within the hotline and case management suite including customizable web hotline reporting

Please contact an EthicsLine representative at 888-782-4769 should you have additional questions. Or, you may request a representative contact you by completing and submitting the contact us form online at www.Ethicsline.com. Also, feel free to forward this FAQ document to the person that manages ethics and compliance vendor relationships within your organization.