



ETHICS HOTLINE

Be Part of the Solution

Make the Right Choice and Report Unethical Behavior.



NBFIRA
Non-Bank Financial
Institutions Regulatory
Authority

Managed by:

Deloitte.

“NBFIRA...Working Towards Financial Stability”

What is Fraud?

- Fraudulent or unethical activities normally involve the violation of an established process or a control process within an organisation.

What is the NBFIRA Ethics Hotline?

It is a whistleblowing service designed to:

- **ALERT *the Authority*** of possible unethical behavior within its office as well as within regulated entities in the Non-Bank Financial Sector; and
- **DETER** possible future unethical conduct.

How is my anonymity protected if I want to make a Report?

The Ethics Hotline is independently managed by Tip-Offs Anonymous (TOA), a subsidiary of Deloitte. TOA provides a whistleblowing service that assists organisations to address unethical behavior in the workplace.

How is my identity protected when I make a Tip-off report?

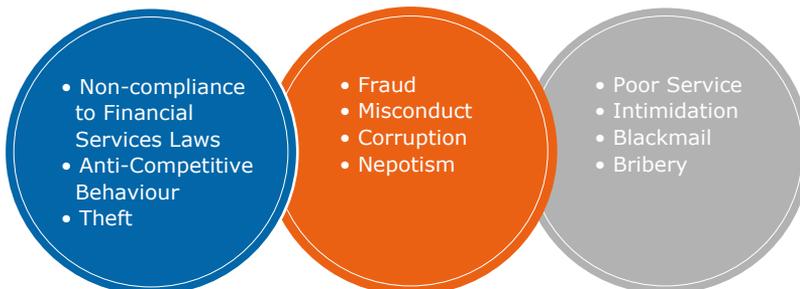
When making a report, three options of anonymity disclosure are available:

- **Totally Anonymous** – ***The Authority*** cannot contact the individual who made the report.
- **Partially Anonymous** – ***The Authority*** can only contact the individual who made the report through TOA, not directly.
- **Full Disclosure** – ***The Authority*** can contact the individual who made the report directly.

What can be reported?

- **WHAT** unethical conduct is being undertaken?
- **HOW** it is being undertaken?
- **WHO** is doing it?

Types of Unethical Behaviour:



What should NOT be Reported?

- The Ethics Hotline is **NOT** for reporting administrative and human resource related matters (e.g. Complaints, Grievances etc.).

Why should I report unethical or fraudulent misconduct?

- As a responsible employee, you have a duty to safeguard the Authority values and ethics;
- As a responsible and accountable member of society, do the right thing and be part of the solution by not being indifferent to unethical conduct;
- Making a Tip-Off report has a bearing on your personal credibility and integrity.

Where can I report a Tip-Off?



Call on the Toll-Free Number: 16133- Avoid using your work landline and/or contract cellphone.



Email to: NBFIRA@tip-offs.com - You can create a new web mail address and use it to make the report if you are uncomfortable with using your existing personal email.



Website: www.tip-offs.com - get onto TOA's website to register your Tip-off.



Postal Address: P. O. Box 448 Gaborone, Botswana- May be used to send your initial Tip-Off report or to send evidence.

What are the steps to make a Tip-Off?

1. Contact TOA through any one of the four platforms made available;
2. Determine the level of anonymity you are comfortable with: total, partial or full disclosure;
3. Provide the information needed to make a report. Keep the reference number you'll be provided with;
4. The report is filtered to remove any details that might identify you to ensure confidentiality;
5. The report is then sent to designated officers at **the Authority**;
6. Use the reference number to follow up and receive feedback on your report.



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Contact NBFIRA

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