



Whistleblower hotline fact sheet



The whistleblower hotline is a completely anonymous and confidential service where employees, contractors, suppliers and customers can notify of suspected or actual fraudulent behaviour, 24 hours a day, 365 days a year.

Fraud is now a mainstream threat facing Australian businesses. In addition to insuring exposures to crime, fraud and theft, DUAL has negotiated a dedicated whistleblower hotline for our insureds. This valuable service is provided by PKF Integrity, one of the largest independent fraud hotline companies in Asia Pacific, helping organisations prevent, and blow the lid on, corrupt and criminal behaviours.

Once PKF Integrity receive contact from a whistleblower, they will notify the nominated key contact persons disclosed by the insured in the proposal form. The whistleblower's identity will be kept confidential.



The Process



Disclosure received.
Information taken
by an experienced
investigator to PKF
Integrity.



PKF Integrity prepare
preliminary report
outlining allegations.



Preliminary report
sent to nominated
contact persons.



Organisation reviews
report and determines
further action.

Fraud in Australia

KPMG: COVID-19 fraud survey results

(28 April 2020)

- 83% of executives believed their organisation was vulnerable to fraud taking place in this new working environment
- Biggest threat for organisations: suppliers and employees

KPMG: global banking fraud survey 2019

(conducted Nov 2018 – Feb 2019)

- Over 50% of respondents recover less than a quarter of fraud losses
- Over 60% of respondents globally experienced an increase in fraud volume

Association of certified fraud examiners

(2020 APAC report – conducted 2018-2019)

- 14 Months – the median duration of a fraud scheme
- 54% of victim organisations did not recover any fraud losses

Whistleblower hotline:

1800 857 376

International toll free number

Frequently asked questions

Can we tell people about DUAL's whistleblower hotline?

We actively encourage 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 in your company newsletter, website or intranet, or display the hotline number in common areas.

What can we say about the whistleblower hotline?

We recommend that you simply state that you have a whistleblower hotline to help deter and detect fraud. You may wish to make an announcement available and provide people with the hotline number should they wish to use it. Of course, it's imperative that you keep the existence of your DUAL Policy confidential.

Will PKF Integrity advise the police?

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.

Will PKF Integrity keep all information disclosed confidential?

Absolutely. All information obtained is stored in PKF Integrity secure data management system with only a limited number of PKF Integrity personnel having access.

Will PKF Integrity notify any information to DUAL?

No. It remains the insured's responsibility to disclose to DUAL any information which may be relevant.

How long is the whistleblower hotline available to use?

As long as you hold a current policy with DUAL that contains the our whistleblower hotline service, you may use the hotline.

Who can use the whistleblower hotline?

Use the whistleblower hotline to help deter and detect fraud. You may wish to make an announcement available to employees, contractors, suppliers, customers and other third parties.

How often can we utilise the whistleblower hotline?

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

Questions?

For further details on our whistleblower coverage, please contact your local DUAL underwriter.

Helping you do more

Sydney | Melbourne | Perth | Brisbane

1300 769 772

dualinsurance.com

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DUAL Australia does not accept any liability arising out of any reliance on the information in this fact sheet.

We urge you to consult your insurance broker, the Insurance Council of Australia or the Australian Financial Complaints Authority (AFCA) for further information. If you are unable to resolve any issues that you may have, you may need to obtain independent legal advice.

