



# 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.



# The Process



Whistleblower reports the allegations to PKF Integrity.



PKF Integrity takes the call, asking a guided question set.



PKF prepare preliminary report outlining the allegations.



PKF notify the Insured's nominated contact persons.

## Fraud in New Zealand

51% of New Zealand organisations report that they have been the victim of economic crime in the past 24 months.<sup>1</sup> In addition to insuring exposures to crime, fraud and theft, We have negotiated a dedicated whistleblower hotline for our Insureds. This valuable service is provided by PKF Integrity who are one of the largest independent fraud hotline companies in Asia Pacific, helping organisations prevent and expose 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.

- In 2019/2020, New Zealanders reported losing \$19 million to online scams and fraud to Netsafe, with the largest single loss reported as \$840,000.<sup>2</sup>
- Between 2012-2017, New Zealanders reported \$47.6 million in online scam and fraud losses. In reality, the reported losses likely represent only a small percentage of actual money lost.<sup>3</sup>
- The Crown New Zealand summary noted that the incidents of fraud is lowest where a public entity's culture is receptive to these discussions, communication is regular, and where incidents are reported to the relevant authorities.<sup>4</sup>
- Only 8% of NZ organisations have adopted a centralised and dedicated fraud detection and investigation team.<sup>5</sup>

**Whistleblower hotline:**

**0800 238 273**

International toll free number

1 PwC, Global Economic Crime Survey, 2018.

2 Netsafe, Annual Report, 2019/2020, 2020.

3 Netsafe, Online safety for New Zealand, 2018.

4 Crown Research Institute, Summary of Fraud Survey Results, 2012. 5 PwC, Global Economic Crime Survey, 2018.

# 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's 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.

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