

# Integrated Compliance Reporting

*Gain the information, control, and effectiveness to guide your compliance program to success.*

*You can't fix it if you don't know about it. So make sure your transparency and reporting initiatives are getting the care they deserve with CL solutions.*

## WHY CHOOSE US?

- ◆ All calls answered LIVE (no call queues used) 24/7/365
- ◆ Immediate notification 24 hours a day for severity situations
- ◆ Custom call greeting and directives ensure calls are handled YOUR way
- ◆ Online case management for reporting and analysis (MyCM)
- ◆ Each high quality, actionable report is quality reviewed
- ◆ International access via direct toll-free or international toll-free
- ◆ Web reporting forms for flexible case intake across devices
- ◆ Built on service, we work hard to earn your business every day
- ◆ We serve as a true extension of your unique ethics & compliance program
- ◆ Built by compliance professionals, we understand your needs

## SERVICE OVERVIEW

A confidential, professional, and actionable reporting channel that encourages employees to voice their compliance and regulatory concerns without fear of retribution is an integral component of an effective compliance program. ComplianceLine tailors the reporting process to get the right information. With ComplianceLine you can take action, while promoting transparency and assuring callers of a comprehensive and secure (or anonymous) reporting process.

With the best service in the industry, we act as an integral component of our clients' compliance programs and provide an avenue for employees and other stakeholders to report serious perceived or known concerns and violations.



### HELPLINE

24 / 7 anonymous, secure, and caring reporting with the detail you need



### WEB REPORTING

Accept reports for any incident with custom guided prompts from any device



### CASE MANAGEMENT

A highly configurable platform makes it easy to manage complex investigations and coordinate across teams

## Quality compliance solutions for 20 years

*ComplianceLine provides risk-conscious leaders with transparency into issues that might threaten safety, culture, and reputation. Your 24-hour toll-free hotline, tailored web intake form, and integrated case management software pinpoint concerning activities and provide you with comprehensive reports so you can take action.*



### RISK TEAM

Calls are received 24/7/365 by professional, tenured Risk Specialists (RS), skilled in the art of interviewing and documenting compliance information. Each new RS must complete 120 hours of in-house training before ever being allowed to field live calls for our clients. RSs are taught a comprehensive, adaptive interview technique based on professionalism and empathy for every caller, with an eye toward generating actionable reports that provide the information clients need to begin their investigations. Risk Analysts (supervisors) quality-review all reports before submission to Clients and are available 24/7 to help RSs with severity determinations.

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### SOFTWARE FEATURES

- ⇒ Management of all Risk and Compliance issues within one flexible, configurable solution. The MyCM Web Platform provides easy access to issues reported across reporting channels. Customized account details and user fields allow automated follow up and reporting across your team.
- ⇒ Clarity Through Convergence. MyCM enables managers to improve their understanding of compliance issues and exposure facing the business at both operational and strategic level. Make better, faster business decisions through superior reporting and analysis.
- ⇒ Improved efficiency through simple-to-use web interfaces and cross-channel notification. The solution streamlines the identification, assessment, review and treatment processes.
- ⇒ Able to integrate seamlessly with virtually all legacy and current case management systems on the market. If you have a system in place, you can keep your system and we can handle your calls.



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SOLUTIONS

8615 CLIFF CAMERON DR. CHARLOTTE, NC 28269  
800-859-8840  
COMPLIANCELINE.COM

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MAKING THE WORLD A BETTER WORKPLACE