



## FRAUD AND ETHICS HOTLINE

**Toll Free Number:** 0800 212 174

**Email:** wcmas@thehotline.co.za

**Website:** www.thehotline.co.za/report (Use 0800 212 174 to report)

**SMS:** 30916

**Mobile App:** Vuvuzela Hotline (Use 0800 212 174 to report)

**Post:** PO Box 10512, Centurion, 0046

**Fax:** 0867 261 681

Fraud and Corruption is a Disease

The **Vuvuzela Hotline**, is an **independent service provider** appointed by Witbank Coalfields Medical Aid Scheme (WCMAS) to provide and manage the **WCMAS Fraud and Ethics Hotline**

Fraud and Ethic Hotline's provide a third-party anonymous and confidential whistle blowing reporting service for you to report potential fraud, corruption, misappropriation of resources or any other unethical conduct.

In an environment of increasing fraud and corruption, and declining ethical values, hotlines are a necessity in organizations fight against theft, misconduct, abuse, bribery and dishonesty.

The Hotline provides **seven (7) reporting channels**, Free Call telephone, email, mobile application, Website, SMS, fax and post available in all **eleven (11) official South African languages**, **24 hours a day, 7 days a week, 365 days a year**, for you to voice your concerns and report incidents of Fraud or Corruption.

Whatever preferred reporting channel is used, your **anonymity is guaranteed** and information treated confidentially in line with the **Protected Disclosure Act (Act 26 of 2000)**.

The Hotline's highly secured environment, systems and processes can provide you with the peace of mind that your concerns are dealt with, confidentially, securely and professionally

### HOW IT WORKS

- Whistleblower reports incident via preferred reporting channel
- Our Agent interviews caller using an approved questionnaire to compile an incident report
  - Each incident report allocated a unique reference number
  - Incident report reviewed by Team leader and Manager
  - Incident report is password protected and distributed to designated recipient within 24 hrs.
  - Incident report sent to investigators for investigation
- Investigators provide updates and feedback to Fraud Hotline on progress of the investigation
  - Fraud Hotline provides updates to whistle blower
  - Investigation can take up to 21 days working days
  - Reported incident could result in a conviction