How To Use
The Ethics Line

FRAUD AND UNETHICAL PRACTICES

The latest KPMG 'Medical Schemes Anti-Fraud survey' highlighted that the primary facilitators of fraud appear to be 'collusion between member and service provider' and 'member apathy or ignorance'.

In light of this fact, Moto Health Care has decided to introduce an independent hotline facility where employees, members and suppliers can report any form of unethical practice, in an anonymous and secure manner.

KPMG Ethics Hotline operates as an independent conduit where callers are guaranteed anonymity. The call-centre is secure and the public does not know the location thereof. Furthermore, Moto Health Care cannot demand that the identity of the caller be revealed.

The number is

0800 00 6672

The call centre is manned on a 24-hour basis and calls are free. Employees who are afraid to be overheard using telephones in the office, can call from home after hours.

To contact KPMG Ethics Line, please follow the steps as set out below:

1. Dial **0800 00 6672** (toll free).
2. You may remain anonymous. Provide full detail in respect of the fraudulent, corrupt or unethical practice to the call operator. Such details may include:
   - **Who** is involved or doing what?
   - **What** has happened?
   - **How** is it done and how often is it done?
   - **Where** is it done – exact location or place?
   - **When** was the incident observed, dates and times
   - **Value** involved – estimated monetary value?
3. You will be given a reference number. Keep this confidential as you will need this number if you make a follow up call (call at a later date to add additional information to the original report) or feedback call (call at a later date to request feedback on the original call).

Assist Moto Health Care To Combat Fraud, Corruption And Unethical Behaviour

0800 00 6672

Email: fraud@kpmg.co.za

Ethics

You know you should...

moto
HEALTH CARE

You may also fax details anonymously to a confidential fax line (also operated by KPMG Ethics Line). Should you wish to use this method, please include as much detail as possible including that the report is in respect of Moto Health Care.

This detail may be faxed to

0800 200 796

Detail can be posted **free-of-charge** to KPMG Ethics Line at the following ddress:

KPMG Hotpost, BNT371,
P O Box 14671, Sinoville, 0129

Information can also be e-mailed through to the KPMG Ethics Line anonymously at the following address: **fraud@kpmg.co.za**

Moto Health Care is appealing to you to utilise the toll-free number to report any incidents of fraud, corruption or unethical practices. Do not be a silent observer of practices that erode the very values we wish to uphold.

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