

Hotlines

Key Benefits

- *Allows Callers to be Anonymous*
- *Accurate Relay of Information*
- *Stakeholder Feedback*
- *Gauge Employee Confidence*
- *Measure Consumer Confidence*
- *Protect Organizational Employees and Customers*
- *Protect Organizational Assets and Interests*

Key Features

- *Sarbanes-Oxley (SOX)*
- *Whistleblower and Corporate Hotlines*
- *Customer Relations Hotlines*
- *Employee Relations Hotlines*
- *Disaster Response*
- *Substance Abuse and Medical Emergency*
- *Data Exposure and Identity Theft*
- *Outbound Contact and Customer Follow-up*

Bad things happen to good companies. One of your IT engineers calls and says there is a bug in the latest software release. A pipe explodes at one of your plants and workers are injured. A hacker steals customer data and sells it to criminals. The news may also be good—a staffer wants to find out more about a new position or a customer has an excellent suggestion for improving your product.

When these events and situations develop, AnswerNet's Hotline Services can be your trusted third party. Our agents can answer customer and employee calls, confidentially relay the information to you or the appropriate personnel and take instructed action when necessary.



Our Hotline Services team works closely with your organization to establish documented protocols and reports for any type of call, helping you quickly handle or avoid charges of compliance violations, negative publicity, lawsuits, government investigations, steep fines and even prosecution.

AnswerNet's agents accurately and responsibly relay and report information, drawing from years of experience answering for leading corporations, law enforcement, social services agencies, medical groups and facilities.

