
ANONYMOUS REPORTING: ETHICSPPOINTS

FARM CREDIT SERVICES OF AMERICA

HOW TO FILE AN ETHICSPPOINT REPORT

Reports can be filed conveniently at any computer that has Internet access. And, it's easy as 1-2-3.

1. Access Ethicspoint to report
2. Complete a report
3. Follow-up 3 to 5 business days later

Ethicspoint is carefully designed to maintain your confidentiality and anonymity at every step. Step-by-step instructions guide you to help ensure that you do not inadvertently compromise its safeguards.

Step 1: Access Ethicspoint to Report:

Use any **one** of these two convenient channels of communication.

1 Go to:

www.ethicspoint.com

Public Internet

2 Call:



1-866-294-4874

Toll-Free Phone

Toll Free Phone Number

FCSAmerica has a dedicated, Ethicspoint toll free phone number that is available 24 hours per day, 7 days per week: 1-866-294-4874. A compliance specialist from Ethicspoint will assist you in entering your report into the Ethicspoint system.

Internet

The Internet address:

https://secure.ethicspoint.com/domain/en/report_company.asp?clientid=7912

This Internet address can be accessed from any Internet location – your home, a public library and others.

Step 2: Complete a Report:

Following the on-screen or compliance specialist's instructions please complete a report, being as thorough as you can.

1. Specify what kind of report you'd like to make from the available choices.
2. Please read or listen to the anonymity information very carefully to ensure that you do not compromise your identity in the reporting process. Click on or say "I agree."

3. You will now complete the report, providing information about the incident, including:
 - **Who:** persons engaged in the incident, including titles;
 - **What:** what specifically occurred;
 - **Where:** the location of the incident; and
 - **When:** the time and duration of the incident.
4. Next, you will be asked to create a password. Then the Ethicspoint system will generate an identification code called a "Report Key." Write them both down, and keep them in a safe place. You will need them to follow-up later, or if you ever want to review or amend your report.

Step 3: Follow-Up 3 to 5 Business Days Later:

After you complete your report, please return to the Ethicspoint system to see if there are any follow-up questions or requests.

1. Reconnect with the Ethicspoint system using any of the three channels of communication: **Access America, Public Internet, or Toll-Free Phone.**
2. This time click on (or ask to perform) a Follow-Up.
3. Provide your Report Key and Password.
4. You can now elect to review report details, respond to questions, and add information.
 - To review your report, just click "Review Report Details" or ask the compliance specialist.
 - You will be told if your company has entered questions about your report. Answer the questions verbally or by typing in the question boxes and click "Submit."
 - You can add information to the report verbally or by using the "Submit New Information" box.
5. If you have agreed to participate in an EthicsChatsm, click "Chat About This Report" at the specified time. Type your comments into the field at the bottom of the window and click "Submit."

An EthicsChatsm is a real-time communication between you and an association representative to clarify details and answer questions. Like the rest of the Ethicspoint system, it is confidential and anonymous.
6. You may return any time to review your report, answer questions, and add information. While you will not be able to change your original report, you will be able to add clarifying or updating information at any time.



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1-800-884-FARM

WWW.FCSAMERICA.COM