

# REPORTING GUIDE

## YOUR VOICE MATTERS

SPEAK UP WITH CONFIDENCE. REPORT WRONGDOING OR UNETHICAL CONDUCT. ASK QUESTIONS SAFELY AND SECURELY. SHARE YOUR IDEAS AND SUGGESTIONS. REMAIN ANONYMOUS.



## HOW DOES CLEARVIEW CONNECTS™ WORK?

There are several ways that you can submit a report – choose the one that's most comfortable for you: use ClearView's online system, speak with a ClearView agent, leave a voicemail report or mail a hard copy report. You decide whether to provide your name and contact information in your report, and if you don't, ClearView will protect your anonymity. Once you submit a report, the data is stored on ClearView's highly secure servers in Canada. ClearView is committed to the highest standards of data security and privacy protection.

The ClearView system will immediately notify Sun Life's Reviewers that a report has been submitted. Reviewers, who are employees that work at Sun Life are chosen because they are best qualified to investigate and resolve reports.

ClearView Connects™ makes it possible for you to communicate with Sun Life's Reviewers while remaining anonymous. If you submit your report through the ClearView web-based system or by speaking to a ClearView agent, you will receive a system-generated login ID and password. This will allow you to access the report you submitted to review the status of your report, add comments, ask your Reviewer questions or even attach documents. It is important to check the status of your report regularly, because your Reviewer may ask you follow-up questions and will inform you about how the report is being addressed.

## WHAT IS CLEARVIEW CONNECTS™?

ClearView Connects™ is an ethics reporting/whistleblowing solution that provides a secure, anonymous and confidential way for you to raise concerns or report unethical workplace behaviour to Sun Life.



## WHAT KINDS OF ISSUES SHOULD I REPORT?

You should report any misconduct or unethical behaviour that could harm Sun Life, its reputation, its employees or others. This may include:

- Fraudulent or inaccurate financial reporting
- Manipulation or falsification of data
- Health, safety and environment concerns
- Violations of law, regulations, policy or procedure
- Bribery or kickbacks
- Unethical conduct or harassment
- Conflict of interest
- Harm to people or property
- Theft, embezzlement or fraud
- Improper gifts or gratuities
- Insider trading
- Personnel management
- Product safety

Please consult your Code of Business Conduct to help identify types of issues to report using ClearView Connects™.

## HOW DOES CLEARVIEW CONNECTS™ PROTECT MY ANONYMITY?

### • If you use our online system:

Your report is automatically encrypted, and your IP address is not tracked.

### • If you call the Hotline and speak to a ClearView agent:

The call is not recorded, and caller ID is not used. The report is entered into the ClearView system using your exact words.

### • If you call the Hotline and leave a voicemail report:

Your message is entered into the ClearView system by ClearView

exactly as you left it, and then your voicemail message is deleted. Caller ID is not used.

### • If you send your report by mail:

Anonymous handwritten reports are transcribed into the system, and all typewritten reports are scanned and uploaded. Once entered into the ClearView system, all original hard copies are destroyed. Only ClearView personnel can access the P.O. Box.

### • In all cases:

The report data stays on ClearView's secure servers – in Canada.

## SUBMIT A REPORT:



Go to [www.clearviewconnects.com](http://www.clearviewconnects.com)



Call ClearView using Sun Life's dedicated toll-free number for your country or call using Skype Audio. The complete list of numbers and instructions are located at the end of this guide.



Send your report to:  
P.O. Box 11017  
Toronto, Ontario  
M1E 1N0  
Canada

**SPEAK UP  
BE HEARD**

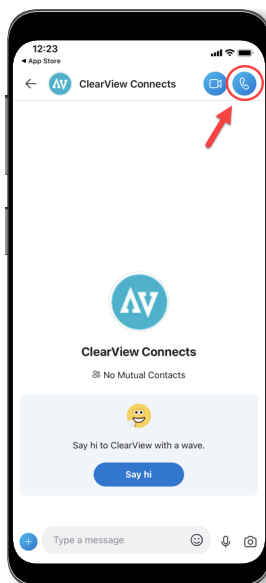
## TOLL-FREE NUMBERS

- Australia 1300 849 145
- Bermuda 1 866 737 3559
- Canada 1 866 737 3559
- China 400 120 4014
- France 09 70 01 95 45
- Germany 0800 181 5367
- Hong Kong 800 966 034
- India 000 800 050 1408
- Indonesia 007 803 321 8265
- Ireland 1800 903 368
- Italy 1-416-386-4667 (Call collect\*)
- Japan 0800 222 1150
- Korea 00308 491 0202
- Luxembourg 800 27 309
- Malaysia 1 800 81 3463
- Mexico 800 099 0527
- Philippines (PLDT Landline/Smart) 1800 1322 0175
- Philippines (Globe) 1800 8918 0153
- Spain 518 880 630
- UK 0330 808 4790
- USA 1 866 737 3559
- Vietnam (Vinaphone) 1208 52321
- Vietnam (Mobifone) 121 020 155
- Vietnam (Viettel) 122 80 884

## HOW DO I CALL CLEARVIEW USING SKYPE AUDIO?

1. Launch the Skype app from your computer or mobile device.
2. In the search bar, type: **clearview-connects**
3. Select ClearView Connects
4. Click the Call button located on the top right side of the app to make an audio call.

**Note:** You do not need to add ClearView to your Skype contacts. ClearView accepts audio calls only.



\*Make a collect call to ClearView. Contact your local operator for assistance.

**SPEAK UP  
BE HEARD**