

ConfidenceLine™

For reporting 24 hours a day, 365 days a year

Toll Free Support Line - 1.800.661.9675

Outside of North America +1.403.250.0741 (call collect)

e-Web Reporting - www.ipf-eweb.com

ConfidenceLine™ is an interactive service that provides an anonymous reporting venue for concerns about questionable financial, internal controls or auditing matters.

Examples include:

- Fraud/Theft
- Financial and Auditing Irregularities
- Falsification of Company Records
- Conflicts of Interest
- Violations of Financial Regulations

What Happens When You Make a Call:

- Your call is answered by a professionally trained Call Assistant. You may give your name, or choose to remain anonymous. You will be given a personal Caller Information Number (CIN). This is the only identification you will require when making subsequent calls to **ConfidenceLine™**
- The Call Assistant will listen to your report and ask you questions to clarify facts. The more specific the information you are able to provide, the faster and more effectively your employer can respond to the issue.
- If you would like to follow-up on the status of your report, you can call back later quoting your CIN. A Call Assistant will provide you with any information that may be available. Callers will not be subject to retribution of any kind for reporting their reasonable belief in good faith.

What Happens After You Make the Call:

- After your call to the **ConfidenceLine™**, the Call Assistant will create a report with all pertinent information and forward it to the appropriate designate from the Board of Directors.
- The Corporation takes these reports seriously and will take the appropriate action to address the situation.

e-Web Reporting:

- **ConfidenceLine™** offers an alternative way to communicate concerns to your employer through our secure internet website.
- This will allow you to report your incident or issues and continue to send and receive communication to your employer until the matter is resolved. Since the system will not identify your name or contact information, you will be able to report in a confidential environment.
- Log onto the website by typing www.ipf-eweb.com in the address bar on Internet Explorer. You will log into our system and receive a secure and unique User Name and Password. **This User Name and Password must be recorded so you can log back in to receive feedback or further questions from your employer.**
- The system will ask you to choose a subject to describe your concern and will guide you through a series of questions that you enter into the screens.
- A report is automatically created by the system and sent directly to the Company Designate. The Designate will review the report and begin investigation of the issue.
- Further communication is sent and received between you and the Designate over the web application.

If you have any questions about this service, please contact our representatives at: 1-800-661-9675.