



South African Reserve Bank

## Whistle Blowing Frequently Asked Questions (FAQs)

<b>Question</b>	<b>Answer</b>
What is the tracking or reference number used for at the contact centre?	The tracking number is your reference number that relates to the incident that you have reported. If you want to add more information to a report at a later stage, you can call back and quote the reference number and just give the agent the extra information. This reference number is yours alone to ensure that your identity is protected.
Will the person that makes a tip-off get a reward?	No. Tip-offs Anonymous discourages a reward scheme because it invites the wrong attitude towards the scheme. The belief is that reporting of any wrong doing is a demonstration of good citizenship.
Why does the call centre operator ask me questions?	The call centre operator will ask you questions in order to get information that is necessary for investigation. Callers usually have valuable information of which they are not aware and the call centre operator will ask these probing questions to guide you through the reporting process.
How can I be sure that my identity will be protected?	When you call the Tip-offs Anonymous call centre, you do not have to give your name or any personal details. There is no caller identification so no one knows where the call was made. Even though the calls are recorded, the SARB will never have access to the recordings so no one will be able to identify your voice. There is also a duty evaluator on site at the call centre who sanitises every call, which means that he or she strips out any information that could lead to the identity of the caller. The SARB will only get a factual report of the alleged wrongdoing with no additional information.



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<p>How will I know that anything will be done about the information I report?</p>	<p>The SARB is committed to ensuring that Tip-offs Anonymous is successful and part of the success is to ensure that all tip-off reports are followed up. Be assured that reports will be investigated. The person who made the tip-off will not be told how the investigation is progressing because these investigations are sensitive, must be kept confidential and take some time to complete. Should an investigation lead to a prosecution, arrest and dismissal of the person or people involved in the wrongdoing, then the caller may be informed or he or she will notice that the person(s) is no longer in the workplace.</p>
<p>What happens if someone does not like someone else and uses the line to spread harmful stories (malicious call)?</p>	<p>Yes, this is a possibility and the SARB and Tip-offs Anonymous are very aware that this can happen. All the operators in the call centre are trained to identify a malicious call and so are the evaluators. They filter these calls and flag them as malicious when they are forwarded to the SARB. When these reports are read by the SARB's management, management can see that the call could be malicious. Also remember that a tip-off is merely an allegation of wrongdoing, and proper evidence and proof have to be obtained before any action can be taken.</p>