



## Confidential Hotline Reporting Instructions

For reporting serious and sensitive issues related to financial reporting, unethical or illegal conduct. The sooner a concern is expressed, the easier it is for ESSC to take action.

Reporting can be done 24 hours per day/7 days per week in one of the following ways:

### Telephone

English: **(833) 670-0002**

Spanish: **(800) 216-1288**

### Online

[www.lighthouse-services.com/essc](http://www.lighthouse-services.com/essc)

### Email

[reports@lighthouse-services.com](mailto:reports@lighthouse-services.com)

*Must include ESSC's name with report*

### Fax

For written documents: 215-689-3885

*Must include ESSC's name with report*

### Personal Contact

To schedule a meeting with the ESSC Compliance officer, send an email to [compliance@essc.org](mailto:compliance@essc.org).

Note: the Compliance Officer email is for scheduling appointments only

- Do not include hotline reporting information in this email
- This email should not be used for making anonymous reports

### Feedback to Reporter

Whether reported directly to ESSC or through the hotline, the individual submitting a report will be given the option to receive a follow-up to their concern. The online hotline allows reporters to establish a private logon password that can be used to obtain updates on actions:

- Acknowledging the concern was received
- Indicating how the matter will be addressed
- Giving an estimate of time for a final response
- Advising whether initial inquiries have occurred
- Advising whether further investigations will follow, and if not, the reason why