



**Frequently Asked Questions About
EthicsPoint and Reporting Ethics Concerns
As of January 22, 2008**

What is EthicsPoint?

EthicsPoint is a comprehensive, confidential reporting tool to help our company address fraud, abuse, and misconduct in the workplace, all while cultivating a positive work environment.

How can I contact EthicsPoint?

You can contact EthicsPoint at www.verisignethicshelpline.com or by telephone at 888-353-5715. If you are calling from outside the United States, you can access this global number using an AT&T access code (see below for access codes). We want you to be able to file a report anonymously and in the manner most comfortable or convenient for you.

Why do we need a system like EthicsPoint?

Publicly traded companies in the United States are required by law to have an anonymous reporting vehicle to address accounting and auditing fraud directly to the audit committee. But we also want to create open channels of communication to promote a safe, positive work environment and maximize productivity for all our employees. Also, an effective ethics reporting system can be a useful tool in reducing losses due to fraud and abuse.

Does management really want me to report?

We certainly do. In fact, we need you to report. You know what's going on in our company – good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and your colleagues. Also, offering positive input may help identify issues that can improve our corporate culture and performance.

Why are employees asked to report concerns or violations? Isn't this a management responsibility?

It is a management responsibility, but it's also everyone's responsibility. We all have the right to work in a safe, positive environment. With that comes the responsibility of acting ethically and letting the appropriate people know if someone is not acting appropriately. By working together, managers and employees can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of our company.

What type of situations should I report?

EthicsPoint is a communications tool providing an avenue for sharing information of any kind. The tool accepts not only violations but also general ethics questions. Some examples of incidents to report include auditing or accounting matters, fraud, harassment, discrimination, conflict of interest, employee relations, data privacy, workplace violence, policy violation, theft, securities violations or falsification of records. Due to local privacy laws, if you are raising a concern and are located in Europe or if you are raising an issue that occurred in Europe your list of incident types will be limited to only those required by US Sarbanes Oxley law. In these reports your options will be Financial issues, Auditing and Accounting matters, and Anti-bribery. Employees from Europe are strongly encouraged to disclose their identity in the report.

If I see a violation, shouldn't I just report it to my manager, Security, or Human Resources and let them deal with it?

You certainly can, but there are several good reasons why you should use EthicsPoint as well.

First, EthicsPoint ensures that your report gets to the appropriate people. That may or may not happen if you simply report something to your manager, especially when dealing with issues not under his/her control. More importantly, reports can be filed anonymously. All report information is secure and held in the strictest confidence.

It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with. So won't this log identify me as a report originator?

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name, and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue the identity of those who file reports. Employees from Europe are strongly encouraged to disclose their identity when they file a report.

I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that won't happen?

The EthicsPoint system is designed to protect your anonymity. But you can also be careful in your wording. For example, you may want to avoid language that reveals your identity, like "From my cube, I can see Joe Smith..." or "In my 33 years..."

Isn't this system just an example of someone watching over me?

The EthicsPoint system concentrates on being a positive to our company, helping us to maintain a safe, secure, and ethical workplace. You can use EthicsPoint to get guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace, and this is a great tool to enhance that communication.

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I report it?

Our company is making a conscious choice to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees. You only have to consider what happened in recent corporate scandals to see disastrous effects that a lapse in ethics can have on an otherwise healthy company. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

I'm not sure what I've observed or heard is a violation of company policy, or involves unethical conduct, but it just doesn't look right to me. Should I report it?

Yes. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

Where do these reports go? Who can get access to them?

Reports are entered directly onto the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the company who evaluate the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports absolutely confidential.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

The EthicsPoint system and report distribution are designed so that those implicated are not notified or granted access to reports they have been named in.

How do I know the status of my report? Or what if I remember something important about

the incident after I filed the report? Or what if the company has further questions for me concerning my report?

When you file a report at www.verisignethicsshelpline.com or through the EthicsPoint Call Center, you receive a unique user name and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and get access to your original report. There will be an initial response to your report or question within three to five days. At that time, there may be a request for you to answer questions posed by a company representative. This is your opportunity to add any further information that will help resolve open issues. You and the company now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Can I still file a report if I don't have access to the Internet?

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet-enabled computers. If you don't have access or are uncomfortable using a computer, you can call your EthicsPoint toll-free hotline at 888-353-5715. If you are calling from outside the United States, you can access this same global number using an AT&T access code (see below). The hotline is staffed 24 hours a day, 365 days a year.

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery. You may choose to remain anonymous or provide your name with your report. Employees from Europe are strongly encouraged to disclose their identity when calling in to submit a report.

How do I dial from outside the United States?

1. To call EthicsPoint from: [Country]
2. From an outside line dial [AT&T Access Code – See table below]
3. At the prompt, dial 888-353-5715. This is a toll-free number. There is no need to dial a "1" before this number.
4. The call will be answered in English. To continue your call in another language, please state your language to request an interpreter. It may take 1-3 minutes to arrange for an interpreter. During this time please do not hang up.
5. If the telephone number listed above is not functioning, please make your report online through this web site. Please indicate in the report that the telephone number did not work.

Country	AT&T Access Code
Brazil	0-800-890-0288 or 0-800-888-8288
South Africa	0-800-99-0123
Switzerland	0-800-89-0011
Israel	1-80-922-2222
United Kingdom	0-500-89-0011
India	000-117
China – Northern region, Beijing and vicinity	108-888
China – Southern and Central China, the Shanghai and Guangzhou	108-10

regions (Mandarin speaking operator)	
China – Southern and Central China, the Shanghai and Guangzhou regions	108-11
Australia (to place calls using Optus)	1-800-551-155
Australia (to place calls using Telstra)	1-800-881-011
Singapore	800-011-1111