



## FAQs/Commonly Asked Questions

- **Why has Conn's contracted with EthicsPoint for reporting of concerns?**

EthicsPoint is an independent company that provides secure, confidential telephone and web-based systems for use by those who wish to report a concern regarding business conduct. Conn's is one of many companies that contracts with EthicsPoint for this service in the belief that potential reporters will be more comfortable reporting a concern if they know they will be reporting to a professional, third-party. In addition to providing service 24 hours a day, EthicsPoint offers translation services that allow telephone and web reports to be made in dozens of languages.

- **What is EthicsPoint's role?**

EthicsPoint's principal responsibilities are:

- Provide confidential telephone and web-based options for reporters to state concerns about Conn's business conduct
- Protect the identity of reporters who wish to remain anonymous
- Provide translation services for those reporters who wish to report in languages other than English
- Transmit information about the concern to Conn's Ethics & Compliance Office so the company can conduct an appropriate investigation
- Allow Conn's to communicate with an anonymous reporter by serving as an intermediary, which can relay follow-up questions and answers, as well as information about the resolution of the case.

It is not EthicsPoint's role to take action to address the concern, only to transmit the concern to the Conn's Ethics & Compliance Office

- **What if this is an emergency?**

Concerns about an immediate threat of physical harm or damage to property should not be reported to EthicsPoint. If you require emergency assistance, please contact your local emergency services.

- **Should I report my concern through EthicsPoint or my Conn's manager or human resources representative?**

First consider whether you are comfortable raising your concern directly, such as to your manager, your manager's supervisor, or to someone else in your department. Individuals within the company have indicated that, while sometimes challenging, directly addressing issues and or concerns with those involved can be very effective. If you are uncomfortable reporting your concern, if you do not know whom to contact, if you believe your concern has not been satisfactorily addressed, or if you wish to remain anonymous, please proceed with the filing of a report through EthicsPoint.

- **How can I report my concern to EthicsPoint?**

If you wish to report a business conduct concern involving Conn's, you may complete a report on this website, or you may speak with a specialist in EthicsPoint's call center, which



answers calls to the Conn's Cares Compliance & Ethics Hotline. Regardless of which option you select, you will have the option to remain anonymous, if you so choose.

- Web-based form. To make a report from this website, [click here](#).
- Conn's Cares Compliance & Ethics Hotline (operated by EthicsPoint).

To contact the Conn's Cares Compliance & Ethics Hotline, [click here](#) for a list of applicable contact telephone numbers. Conn's offers a telephone number you can call at no cost to you. The Hotline specialist who answers your call will bring an interpreter on the line if you would prefer to report your concern in a language other than English. You can reach a live operator 24 hours a day.

- **Should I identify myself?**

If you choose to identify yourself in reporting your concern, Conn's will make every reasonable effort to hold your name in confidence during the investigation. Many investigations can be more quickly and effectively completed when the reporter is identified because it allows Conn's investigator to follow up directly with the reporter.

- **May I report my concern anonymously?**

You may report your concern anonymously by using either the web-based form or the Conn's Cares Compliance & Ethics Hotline, which is operated by EthicsPoint. If you choose to make your report anonymously, you will be provided with a report key and asked to create a password. You will need to retain these to return to the report you previously submitted. When you check back, you can monitor the progress on your concern and add additional information, if necessary. This will also allow Conn's to ask follow-up questions, while protecting your anonymity.

If you choose to report anonymously, please take care not to report information that may personally identify you, such as:

- Your reporting relationship to others in the company
- Your physical work location

- **How does EthicsPoint maintain confidentiality?**

EthicsPoint does not trace phone calls or use Caller Identification. In addition, EthicsPoint does not generate or maintain internal connection logs containing Internet Protocol (IP) addresses, so no information linking your computer to EthicsPoint would be available if you choose to make a report online. Reports from your computer would come through a secure Internet portal which does not trace or show user screen names.

- **How can I monitor progress on my concern?**

At the end of your telephone call or web-based report, EthicsPoint will provide you with a report key and ask you to create a password. You will be asked to telephone Conn's Cares Compliance & Ethics Hotline, operated by EthicsPoint, or visit the EthicsPoint website seven-ten business days after you make your initial report. At that time, you can monitor progress



on your report and learn whether any additional information is needed from you to address your concern.

- **What should I do if I lose my Report Key or password?**

Because of the high level of confidentiality that is maintained for reports, if you lose your report key or password, you will be required to file a new report. You can mention in the new report that this matter relates to another report you supplied earlier.

- **How does Conn's investigate concerns?**

EthicsPoint notifies Conn's Ethics & Compliance Office when a concern is received. Conn's then commences an appropriate investigation, using internal or external resources with expertise in conducting investigations. The information in your report is shared with appropriate investigation team members, and the concern is investigated promptly and discreetly. You are able to monitor status of the investigation by contacting the Conn's Cares Compliance & Ethics Hotline, or by clicking the Follow Up link on the website.

- **Where do these reports go? Who can access them?**

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within Conn's Ethics and Compliance team who are charged with evaluating the type of violation and location of the incident and ensuring that an appropriate investigation is conducted. Individuals receiving these report recipients have had training in keeping these reports in the utmost confidence.

- **What if I face retaliation?**

Conn's strictly forbids any retaliation against any person who reports a concern. Complaints made in good faith will not expose you to any sanctions, regardless of whether the underlying facts prove to be correct or result in any corrective action. If you believe you have faced retaliation of any kind, please report it so that Conn's can investigate.

- **Does management really want me to report?**

They certainly do. In fact, they need you to report. Your willingness to report a problem or concern translates into an opportunity for the company to be better. Reporting a concern can minimize the potential negative impact on the company and our customers, and, most importantly, help to alleviate a difficulty you might be facing. Also, offering input may help identify issues that can improve corporate culture and the company's overall performance. If you observe or suspect a violation of company policy or of the law, as an employee, you have the obligation to speak up. Please do not assume that someone else is going to raise the concern. Unless you speak up, the company may not have the chance to investigate and address the situation.