What Happens When you Make a Report

Reporter Contacts the Amex Ethics Hotline

- Either by phone or online, the Reporter submits concern or issue

- Reporter receives a report key and password to log in and receive updates on their concern or issue

NAVEX Receives and Processes the Report

- NAVEX does not capture any traceable information

- Via EthicsPoint system, NAVEX notifies the Amex Ethics Office of the report and relays the report details

Amex Ethics Office Reviews and Refers

- Via EthicsPoint system, Amex Ethics Office reviews and categorizes report

- If necessary to determine appropriate internal investigator, the Amex Ethics Office may follow-up with the Reporter directly (if contact details were provided), or by sending a message through Hotline system

- Via EthicsPoint system, Amex Ethics Office refers the report to the appropriate internal investigation group

Internal Investigators Assess and Resolve

- Internal Investigators assess the report and investigate, if needed

- Actions will be taken in response to the report, as necessary

- Where appropriate, investigatory outcomes may be shared with the Reporter

- Final resolution of all reports are logged into EthicsPoint system