

# Commonly Asked Questions

**Q. Why has EA contracted with NAVEX Global, Inc. for reporting of concerns?**

NAVEX Global, Inc. is an independent company that provides secure, confidential telephone and web-based systems for use by those who wish to report a concern. EA is one of many companies that contracts with NAVEX for this service.

**Q. May I report utilizing either the Internet or the telephone?**

Yes, you may. However, using the online reporting form will provide additional options for EA to follow up on your concerns.

**Q. Does management really want me to report?**

We certainly do. In fact, we *need* you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can help minimize the potential negative impact on the company and our people.

**Q. What type of situations should I report?**

You should use the NAVEX system to report concerns regarding violations of the financial reporting obligations, accounting or internal auditing matters and/or the federal securities laws and regulations, and violations of the law or EA's policies or Code of Conduct.

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

A report from home or any computer or Internet portal is totally secure, maintaining your anonymity if you choose. An Internet portal never identifies a visitor by screen name and the NAVEX system strips away IP addresses so that anonymity is totally maintained. In addition, NAVEX is contractually committed to protect the identity of reporters who wish to be anonymous.

**Q. I am concerned that the information I provide NAVEX will ultimately reveal my identity. How can you assure me that will not happen?**

The NAVEX system is designed to protect your anonymity. However, please take care not to report information that may personally identify you, such as your reporting relationship to others in the company or your physical work location.

**Q. What if I want to be identified with my report?**

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

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

If you believe there has been a violation of financial reporting obligations, accounting or internal auditing matters and/or the federal securities laws and regulations, or EA's policies or the Code of Conduct, you have a responsibility to report it. All unethical conduct, at any level, ultimately hurts the Company.

**Q. Where do these reports go? Who can access them?**

Reports are entered directly on the NAVEX secure server to prevent any possible breach in security. NAVEX makes these reports available only to specific individuals within our company who are charged with evaluating the report, based on the type of issue and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence. The NAVEX staff are trained and committed to ensure that no report is ever shared with implicated parties.

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

No. The NAVEX system and report distribution are designed so that no report is ever shared with implicated parties. In addition, reports regarding violations of the financial reporting obligations, accounting or internal auditing matters and/or the federal securities laws and regulations will be sent to at least three different individuals (the Chair of EA's Audit Committee, EA's General Counsel and the head of EA's Global Audit function) in order to help prevent collusion and reduce the risk of cover-ups by any implicated individual.

**Q. What if I remember something important to 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 using the Internet or by phone, you receive a unique Report Key and are asked to choose a password. You can return to the NAVEX system again either by Internet or telephone and access the original report to answer questions posed by our company representative and add further information that would help resolve the open issues.

**Q. 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 need to file a new report. You can mention in the new report that this matter relates to another report you supplied earlier.