

# ETHICS HELPLINE PROCESS

## What happens when I report a concern?



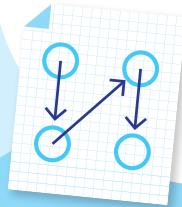
### 1 INITIAL REPORT

Report a concern confidentially either by phone or online at [helpline.assurant.com](https://helpline.assurant.com). You may choose to remain anonymous\* if you wish. The Ethics Office will review the concern and contact you within 48 hours.

\*where permitted by local law

### 2 PLAN OF ACTION

The Ethics Office partners with the People Organization and other departments to form a plan of action.



### 3 REVIEW OR INVESTIGATE

The review team compiles information about the report, conducts interviews, collects documents and reviews Assurant policies.

### 4 TAKE ACTION

All information is reviewed and appropriate follow-up action is taken.



### 5 COMMUNICATE

You will be notified by phone, email or through the Helpline when the review is complete.