

## Welcome

**Proservice Finteco** is committed to upholding the highest standards of conduct and ethics. In line with this commitment **SeeHearSpeakUp** has been appointed to provide a confidential reporting service to you. If you have serious concerns about any aspect of Proservice Finteco work you are encouraged to come forward and voice those concerns in a safe and secure manner. You have the right to raise concerns in the knowledge that they will be taken seriously and investigated appropriately.

Concerns that you raise will be passed to senior officers within **Proservice Finteco** to consider potential investigation. All reports received will be followed up by **Proservice Finteco** within a minimum of three months.

## How it works

**Proservice Finteco** encourages you to raise concerns internally. However, if for whatever reason, you wish to raise concerns to **SeeHearSpeakUp** you can do so using the following reporting channels:

### PHONE



You can call **SeeHearSpeakUp** call handlers on:

Poland - 00800 9687 4357

Luxembourg - 800 210 31

The confidential reporting hotline is operated 365 days a year, 24 hours a day. All call handlers are professionally trained and qualified to ensure that you are dealt with in a professional and confidential manner.

### ONLINE



You can report online via the website at

<https://www.seehearspeakup.co.uk/submit-a-concern>.

## YOU CAN REPORT BREACHES IN THE FOLLOWING AREAS

- ⊕ Public Procurement
- ⊕ Transport Safety
- ⊕ Radiation Protection & Nuclear Safety
- ⊕ Public Health
- ⊕ Financial services, products & markets, prevention of money laundering, terrorist financing and the financial interests of the European Union
- ⊕ Product Safety and Compliance
- ⊕ Protection of the Environment
- ⊕ Food and Feed Safety, Animal Health & Welfare
- ⊕ Consumer Protection
- ⊕ Products and Markets
- ⊕ Protection of Privacy & Personal Data, and security of network and information systems