

How Optus deals with fraud

OPTUS

Including the reporting of possible fraudulent behaviour by Optus staff

Our commitment

We're committed to conducting ourselves with integrity including:

- Valuing the importance of protecting the employees of both Optus and the organisations we partner with against financial risks and unethical practices.
- Opposing fraud and similar such practices within our organisation.
- Upholding our expectations regarding Optus employee's adherence to the ethical principles outlined in our Code of Conduct such as integrity, honesty, and professionalism.
- Helping our customers combat the growth of fraudulent crime, including reports of identity theft or other misuse of their Optus service.

Dealing with fraud

We take a 'zero tolerance' approach to allegations of criminal behaviour or misconduct. Investigations into any allegations of fraud, corruption or unethical behaviour or misconduct by an employee are carried out by an independent team. They will take a methodical objective approach, regardless of an individual's length of service, position or title, or relationship to the Company. If criminal conduct is detected, the matter is referred to the Police or another relevant law enforcement agency.

We expect all Optus employees to report any concerns of fraud or unethical conduct that they see. We anticipate that our business partners will uphold these same principles when dealing with Optus personnel. If you or any of your employees experience fraud, corruption or unethical conduct that involves Optus personnel at any time in your relationship with us, please help us uphold our commitment and values by reporting them.

Need to make a report?

As soon as you think fraud has occurred, please report it to Optus, and include as much detail as possible.

There are two ways to report concerns of fraud.

If you have been a victim of Identity Theft

Optus has a team dedicated to investigating identity theft. If you have concerns that your identity may have been stolen, go to optus.com.au/identity theft for more information.

Send all queries to identity.theft@optus.com.au.

If you wish to report a matter that may involve fraudulent conduct by an Optus employee

Incidents of actual or suspected fraud, corruption, or other forms of unethical conduct by Optus personnel can be reported to the whistleblower hotline at:

1800 500 892 or by email to our independent investigation team at fraud.risk@optus.com.au

We welcome all genuine reports of fraud made on the basis of a reasonable suspicion, even if they turn out to be unsubstantiated. However, individuals who make malicious reports with false or misleading information, or are found to purposefully file a false report, will be dealt with accordingly.

For general enquiries about an Optus service, product, or bill, please call **133 937**.

Keeping things confidential

We take these matters very seriously. There's a specific policy in place that sets out how we manage investigations and what we do to protect people that report fraud to us. We'll do our very best to protect the confidentiality of people who report fraud, but sometimes we may need to uncover a reporter's identity during an investigation in order to obtain a statement.

At other times we may have to reveal their identity when we report the matter to any relevant law enforcement authority. Fraud affects everyone, and that's why we all need to work together to make sure any concerns are dealt with quickly and professionally. It builds a better future for Optus people and the teams we engage with every day.