

Employee Ethics Hotline

Use the Employee Ethics Hotline to report (anonymously if you choose):

- any known or suspected breach of the Sun Life Financial Code of Business Conduct, a supplemental code of business conduct, or a Sun Life policy,
- any suspected or known incidents of bribery, corrupt behavior, or fraud by or against Sun Life or our employees, customers, business partners, or agents,
- any questionable accounting or auditing practices,
- any situations in which you feel you are pressured to violate the law or your ethical responsibilities,
- any potential conflicts of interests, or
- any other breaches of ethics or legal or regulatory requirements.

You may use either the toll-free or web-based version of the Employee Ethics Hotline.

Toll-free number:

Telephone No.: Dial **105 11** when prompted dial **(800) 481-6966**

Fraud and Ethics Hotline: **+63 2 478-5948**

Web-based reporting:

[Employee Ethics Hotline website \(https://www.employee-ethics-hotline.com/\)](https://www.employee-ethics-hotline.com/).

You will need to complete some questions:

- Type of breach
- Your name (or you can choose to remain anonymous)
- The names of others involved
- Description of your concern (one or two sentences)
- Location where the issue occurred, etc.

Once your report is submitted, you will be provided with a report number and a PIN, together with instructions to check for status updates. Your completed report will be sent to your Business Group's Senior Compliance Officer, or their designate, who will begin an investigation and enter status updates online. By logging on to the website for a follow-up, you may view both the history of the issue (as described by you) and the response provided on the matter. You may also provide additional report details you feel would be useful for investigation purposes.