

FEDERAL DEPOSIT INSURANCE CORPORATION
OFFICE OF INSPECTOR GENERAL
Policies and Procedures Manual

PART	I	Operations Policies and Procedures
SECTION	OIG-110	General Management Policies and Procedures
CHAPTER	110.3	OIG Hotline

1. Purpose. This chapter establishes the policy, responsibilities, and procedures for responding to and referring allegations and other information received through the OIG Hotline.

2. Policy

a. The OIG will ensure that allegations of fraud, waste, abuse, and mismanagement received through the Hotline are properly evaluated within 7 business days of receipt of all pertinent information, substantive allegations are examined, and systems of records for the control of Hotline allegations are established and maintained.

b. Pursuant to the Inspector General Act of 1978, as amended, employees can communicate with the OIG without fear of reprisal. Employees can be assured that their identities will not be disclosed unless the Inspector General determines that disclosure is unavoidable during the course of an investigation or audit. Our policy on Confidential Sources, *OIG Operating Policies and Procedures Manual*, Chapter 110.4, provides OIG-wide policy and guidance on confidential sources.

3. Responsibilities. The Hotline is operated by the Office of Investigations (OI). The Assistant Inspector General for Investigations (AIGI) will designate a Hotline Manager and other staff as appropriate to manage and conduct the day-to-day functions of the Hotline.

4. Contacting the Hotline. The Hotline provides a means for FDIC employees, contractors, and others to report suspected fraud, waste, abuse, and mismanagement in FDIC programs and operations. Three methods of providing information to the OIG Hotline have been established:

a. The toll-free nationwide Hotline number 1-800-964-FDIC.

b. In writing to the Office of Inspector General, Federal Deposit Insurance Corporation, Attention: Hotline, 3501 Fairfax Drive, Arlington, VA 22226.

c. Electronically to an OIG Hotline E-mail address, IGHotline@FDIC.gov.

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5. Processing Hotline Information. Complaints received by the Hotline will be reviewed and appropriate disposition made within 7 business days of receipt of all pertinent information as described below.

a. The Hotline Manager will obtain relevant information from the complainant concerning the allegation(s). The obtained information will be entered into the automated OIG Hotline Case Tracking System and assigned a Hotline Control Number. In some instances, the Hotline Manager may need to request additional information from the complainant or inquire with other FDIC offices or government agencies to determine the appropriate course of action.

b. When complaints are received that do not involve alleged fraud, waste, abuse, or mismanagement, or do not fall within OIG jurisdiction, the Hotline Manager will render reasonable assistance to enable the caller or writer to reach the correct FDIC division or government agency with jurisdiction and/or will refer the information to the appropriate FDIC division or government agency and notify the complainant of the referral as appropriate.

c. Complaints that contain substantive information constituting fraud, waste, abuse, or mismanagement in FDIC's programs and operations will be assigned to the appropriate FDIC or FDIC OIG office for inquiry and response. When assigning a Hotline case to an FDIC or FDIC OIG office for review or inquiry, the responsible manager will be asked to notify the Hotline of the results of the review or inquiry. The Hotline Manager will review the responses to ensure that the complaint was sufficiently addressed.

6. Responding to Inquiries

a. Answers to telephone requests for the status of a Hotline case should be limited to comments on whether a case is open or closed. The specific details of the review or investigation should never be discussed over the telephone, even with the person who originally made the allegation. Any release of information from Hotline files is subject to the Freedom of Information Act (FOIA)/Privacy Act.

b. The Hotline Manager may inform the caller of the status of the case as open or closed. However, if further details are requested the caller should be advised to submit a FOIA request.

c. Inquiries received via mail regarding the status of a case are handled as FOIA/Privacy Act requests.

7 Retaining OIG Hotline Information. OIG Hotline information will be retained in the OIG

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Hotline Case Tracking System data base and in hard copy.

8. Contact. Questions regarding the policies and procedures for managing the Hotline should be directed to the Hotline Manager.