

ADAMA SpeakUp

How to leave a message

Step 1: Leave a new message via the ADAMA SpeakUp System



You can choose to leave a (new) message via the ADAMA SpeakUp phone or web system. The working of both systems is similar and very simple. Whichever system you choose, it is advised to write down your message beforehand; this way you are sure about the information you are about to give and is ensured that your message is comprehensive and to the point.

To use the ADAMA SpeakUp phone system, please dial the following free phone number: «**Freephone_Number**»

To use the ADAMA SpeakUp web system, please go to: «**Webservice_URL_general_URL_wwwspeakup**»

You will be asked to enter the following access code: «**Access_code**»

Please select the language in which you would like to leave your message.

Have a pen ready when leaving the message. You will receive a six digit case number, which is randomly generated. It is very important that you write down this case number. This case number will enable you to read or listen to the response from ADAMA when you log back in or call back later.

If you use the ADAMA SpeakUp phone system, you can leave your message after the beep. Please make sure to pronounce clearly, and ideally spell out names and locations. If you are finished, you can simply hang up.

If you use the ADAMA SpeakUp web system, you can type in or simply copy/paste your message. When you are finished, you can press the 'send message' button; a screen with the case number and your message will appear, which can be easily printed out. The ADAMA SpeakUp web system has the advantage that you can print out your exact message and you can upload documents in the first instance.

What happens in the meantime...

The moment you hang up the phone (ADAMA SpeakUp phone system) or you have sent your message (ADAMA SpeakUp web system), People Intouch starts the translation of the message into English (if necessary). If it is a phone message, the recorded sound file will be written down word by word first. The recorded sound file will never be handed over to ADAMA.

Once the transcription and translation is done, the exact message -both in the original language as in English- will be sent to the GENERAL LEGAL COUNSEL & COMPLIANCE OFFICER who will evaluate the message and will send a response to People Intouch.

People Intouch will translate the response if necessary and post it on the ADAMA SpeakUp web system. For the ADAMA SpeakUp phone system, People Intouch will translate if necessary and record the response and put it on to the ADAMA SpeakUp phone system.

Step 2: Return to the ADAMA SpeakUp System to access the response

Within a week, a response will be ready for you on the ADAMA SpeakUp system. Please note that you will find your response on the same spell out where you left your original message. So, if you left your message on the ADAMA SpeakUp phone system, a response will be ready for you on the phone system; the same applies to the ADAMA SpeakUp web system.

If you have used the phone system, please dial the the free phone number for your country and enter the access code **33288**. If you have used the web system, please go to your country specific URL and enter the access code **33288**. Select the same language option as the option you chose initially.

When using the ADAMA SpeakUp phone system, you will be asked to press 1 if you already have a case number. To hear your response, press 1 and enter your case number.

When you use the ADAMA SpeakUp web system, you can select the button 'if you already have a case number', to read the response.

After you have heard your response via the ADAMA SpeakUp phone system, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up and call back another time. This works exactly the same when using the ADAMA SpeakUp web system: you can post a follow-up message or you can log out and return to the web system at a later instance.

If you notice that a response has not been left for you yet, please be assured that the message is being reviewed and that a response will be available for you in a few working days. It is wise to check for a response regularly.

ADAMA SpeakUp Tips for leaving a message

- Write down your message before leaving it. When using the ADAMA SpeakUp web system you can copy/paste the message. When using the ADAMA SpeakUp phone system you can simply read your message out loud.
- If you do not feel comfortable leaving a phone message, ask somebody else to read out your message in the ADAMA SpeakUp phone system or leave a web message.
- If you are afraid of being traced: use an unidentifiable phone or computer, like a pay phone or an internet café.
- Leave your message at your best suitable time and place. The system is available 24/7 from every telephone or computer.
- Make sure to write down or print (in case of using the web system) the case number.
- When you leave your message, make sure you have made up your mind about remaining anonymous or not.
- When you leave your message, make sure you have thought about the amount and type of information you want to include in your message.
- To speed up the process, give as many details as possible to strengthen your message: names, location, number of invoice etc. Preferably spell them out.
- If you have proof of your case in electronic form, please use the upload document facility of the ADAMA SpeakUp web system. You can even use this web facility when leaving a message by phone, by using the case number you received.
- Always call back (phone) or log in again (web) to check whether a response was left for you.