Confirmation.com
One platform for all your audit confirmations
• Confirmation.com is the world’s leading provider of online audit confirmations, enabling auditors to request audit confirmations electronically rather than by mail.

• Global network of more than 13,000 audit firms and more than 3,000 financial institutions in over 100 countries.

• Web-based service designed to drive efficiency, combat fraud and enhance client experience.

• Electronic bank confirmations are completed in an average of 1-3 days.
Step 1: Add new client

Once you have logged in to your confirmation dashboard, select ‘Add New Client’ from the Quick Links section.

**Quick Links**
- Add New Client
- Add Client Accounts
- Request Client Authorization
- Session Client

**Company Name**: This is the legal entity / registered company name.

**Signer Information**: If you are sending bank confirmations, this signer must match the bank’s mandate.

**Signer email**: This must be the email of the authorized signer. Authorization cannot be delegated to another party.

**Client Registration**: We suggest that you only provide access to the client if they have specifically requested this.

![Client Profile Form Diagram]

- **Company Information**
  - Company Name: 
  - Website: 

- **Authorized Signer Information**
  - Signer Title: 
  - First Name: 
  - Last Name: 
  - Address 1: 
  - Address 2: 
  - Phone: 
  - Ext.: 
  - Fax: 
  - Language: 
    - English (us_english) 

- **Client Registration (Optional)**
  - Leave the checkbox below selected to send the signer login credentials to Confirmation.com.
    - Clients can enter account information, issue a Client Authorization proactively, and check the status of their requests.
    - Clients cannot view completed confirmations.
    - Send registration to client

* Denotes required field

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Step 2: Add accounts – selecting the responder

Once you've created and entered your client profile, select 'add' from the 'Accounts' section:

To send bank confirmations, select the 'Financial' confirmation type:

Search for your responding financial institution:

Select where you want to send your confirmations to.

Make sure you read the 'Responder Instructions' issued by the bank.

Take note of the 'Accepted Forms'. These are the types of confirmations requests the selected bank will respond to.

Review the selected responder details below and select next to continue:

Responder Instructions:
The bank provides special instructions to the auditor here. These contain important details about submitting your requests so ensure you take the time to read them carefully.

Accepted Forms:
The banks accepted request types will be listed here. e.g.
Asset
Consolidated
Liability
Step 2: Add accounts - choosing the request type

**Individual forms**
- An Individual form confirms the details of an individual balance or arrangement.

Select your confirmation form type from the drop down list:

- **Form**
  - Asset
  - Consolidated
  - Liability

**Cost**
$23 per account. Capped at 5 ($115) per entity, per bank, per As of Date.

**E.g. Asset form**

- **Authorized Signer**
  - (Signer name per bank’s mandate)

- **Tax ID**
  - (Registered company number)

- **Account ID**
  - (Account number)

- **Main Account Sort Code**
  - (Providing aids bank)

- **Currency**
  - (Select currency from the drop down)

- **Balance**
  - (Year end balance)

- **Interest**
  - (If applicable)

- **Account Description**
  - (Other useful info e.g. legal entity name)
Step 2: Add accounts – choosing the request type

**Consolidated forms**

- A consolidated form is a ‘Full entity search’ of bank records.
- Provide a single account number or reference for an entity and the bank will use this to locate the client on their system.
- They will run a full statement of all balances and arrangements and provide this as a response.

Select your confirmation form type from the drop down list:

<table>
<thead>
<tr>
<th>Form *</th>
<th>-- select confirmation type --</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset</td>
<td>Consolidated</td>
</tr>
<tr>
<td>Liability</td>
<td></td>
</tr>
</tbody>
</table>

**Cost**

$99 per full entity search

**TIP:** Providing a spreadsheet of all your audited entity’s accounts will assist the bank’s search.

**TIP:** Listing out known products (e.g. Deposits, Loans, Futures, FX contracts etc.) within the ‘Product Type’ field will help the bank locate your client records faster.
Step 3: Requesting client authorization to disclose information

Once you've added all your accounts, you can request client authorization for your client:

Your client will receive an email from Confirmation.com asking them to provide their authorization to their bank and other parties to disclose information through Confirmation.com.

Your client must follow the email link and digitally sign the authorization.

The process takes less than 30 seconds to complete.
Step 4: Initiating your confirmations

Once you've received your client authorization, you can initiate your confirmations:

Select your ‘As of Date’ – this is the balance sheet date of your audit.

Select which accounts/forms you wish to confirm.

Once you are ready to send your confirmations, your total fee will be calculated. You will be asked to pay at this point via credit card unless your office has a central credit card on account. For more information on billing options please contact support.

<table>
<thead>
<tr>
<th>Responders ▲</th>
<th>Type</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank name</td>
<td>Financial</td>
<td>1</td>
<td>$99.00 USD</td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>1</td>
<td>$99.00 USD</td>
</tr>
</tbody>
</table>
Step 5: Download your confirmations

When the bank completes your confirmations you'll receive a notification via email. Log in to download your confirmations:

Recalling confirmations
Make a mistake? If you have sent confirmations to banks with an error, you can 'recall' them provided the bank has not started work on their response.

Re-confirmations
Response not what you expect or missing information? You can send a reconfirmation to the bank with a message attached explaining what information is incorrect or missing. The bank will prioritize responding to re-confirmations.

Watch how to recall a confirmation
Watch how to perform a re-confirmation
Need help? Contact customer support

**Region**
- USA & Global
- Asia Pacific
- South Africa
- United Kingdom

**Call**
- +1 866 325 7201
- +61 452 442 722
- +27 11 507 0107
- +44 (0)203 757 6312

**Email**
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- support@apac.confirmation.com
- support@cqs.co.za
- uk.support@confirmation.com