

# Confirmation.com

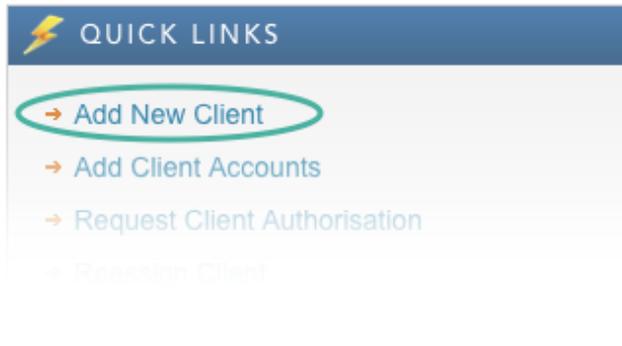
One platform for all your audit confirmations

- Confirmation.com is the world's leading provider of online audit confirmations, enabling auditors to request audit confirmations electronically rather than by post.
- 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.

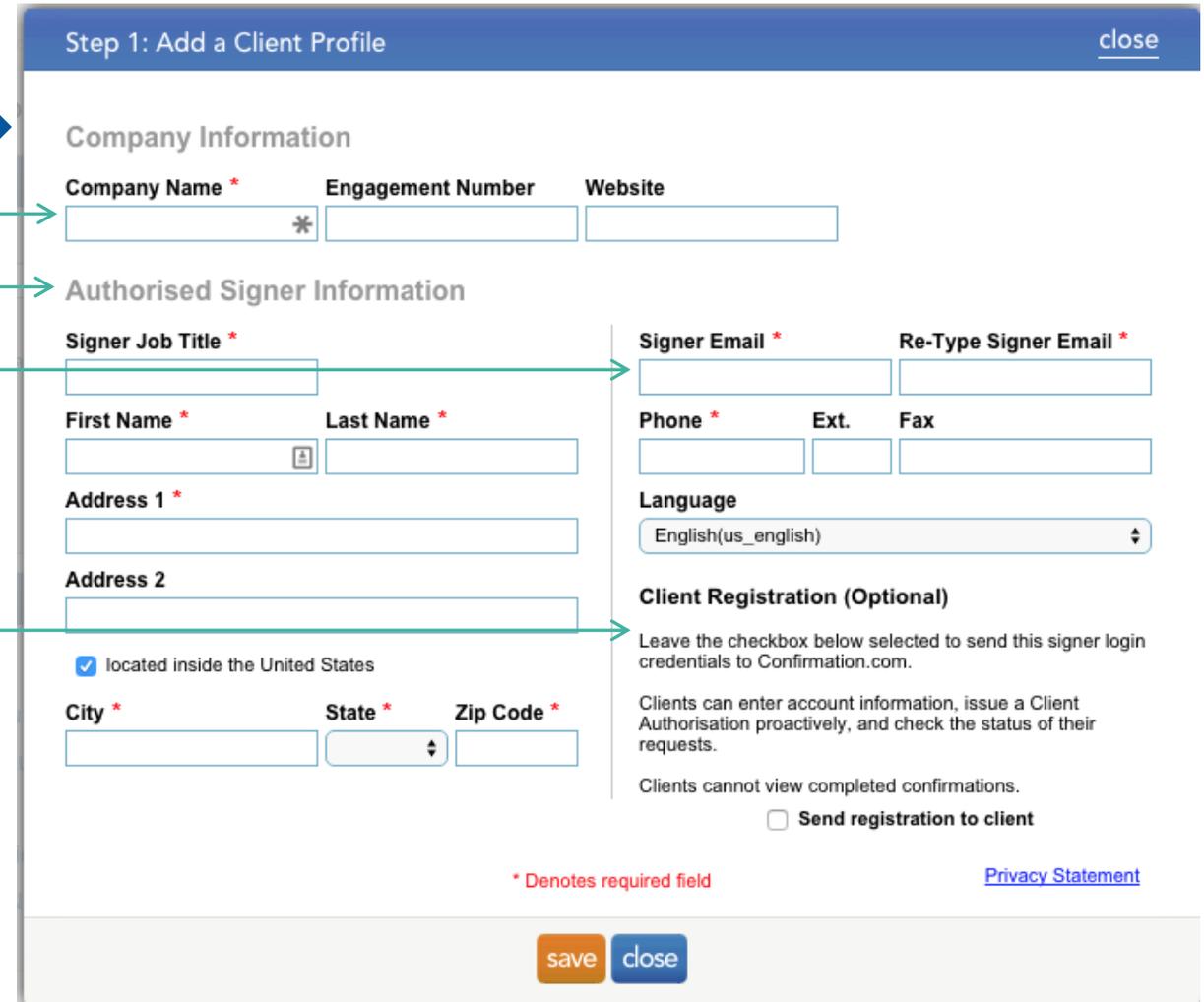


**Company Name:** This is the legal entity / registered company name.

**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 authorised signer. Authority cannot be delegated to another party.

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



**Step 1: Add a Client Profile** [close](#)

**Company Information**

Company Name \* Engagement Number Website

**Authorised Signer Information**

Signer Job Title \*

First Name \* Last Name \*

Address 1 \*

Address 2

Signer Email \* Re-Type Signer Email \*

Phone \* Ext. Fax

Language  
English(us\_english)

**Client Registration (Optional)**

located inside the United States

City \* State \* Zip Code \*

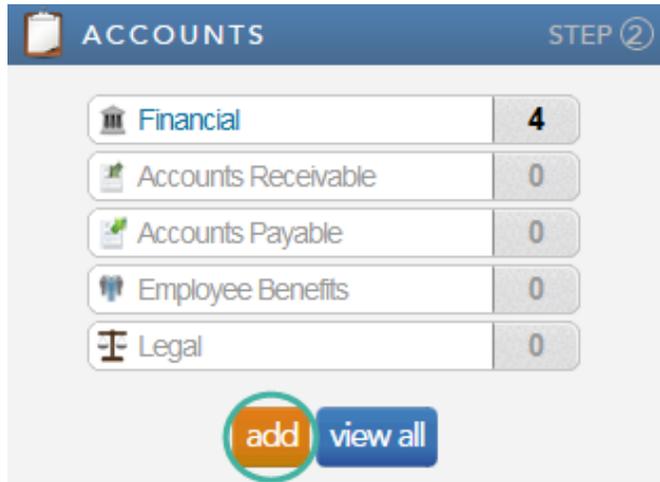
Send registration to client

\* Denotes required field [Privacy Statement](#)

save close

## Step 2: Add accounts – selecting the responder

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



ACCOUNTS	STEP 2
Financial	4
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	0

[add](#) [view all](#)

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



**Financial**  
Choose this for bank confirmations

Search for your responding financial institution:

**Search**

**search**

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:**

 **Bank name**  
Bank address  
Bank address  
Bank address

**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**.
- Common Individual forms include: Asset, Liability, Bond Issue, Contingent Liability, Derivatives, Escrow Account, Letter of Credit, Line of Credit, Money Market Fund, Mortgage Debt, Securities + others.

Select your confirmation form type from the drop down list:

#### Form \*

-- select confirmation type --

- Asset
- Consolidated
- Liability



### Cost

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

*E.g. Asset form*

**Authorised 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] GBP ←

**Interest**  
[If applicable] %

**Account Description**  
[Other useful info e.g. legal entity name]

*TIP: ISA505 A5 contains guidance about using 'positive confirmation requests that do not state the amount' to lower the risk of the confirming party replying without verifying the information. Leave this field blank to perform this type of confirmation.*

## 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:

#### Form \*

-- select confirmation type --

- Asset
- Consolidated**
- Liability



### Cost

\$99 per full entity search

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

**Authorised Signer \***  
[Signer name per bank's mandate]

**Tax ID:**  
[Registered company number]

**Account ID \***  
[Account number]

**Account Name**  
[Per bank records]

**Product Type**  
[List products]

**Branch Location**  
[If applicable]

**Include a list of authorized signers for all associated accounts: \***  
 Yes  No

**Account Description**  
[Other useful info e.g. legal entity name]

File Name	Date	Size	User Name
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**browse/upload** **delete selected**

*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 authority to disclose information

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



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

### Information requested by Audit Firm

Systems Administrator [systems.administrator@confirmation.com]

Sent: Thu 9/3/2015 4:41 PM

To: Client Signer

Audit Senior at Audit Firm requires a Client Authorisation to complete their audit work on your behalf. This Client Authorisation allows your auditor to request information deemed relevant to the completion of your financial audit. Without this Client Authorisation, your auditor cannot initiate or obtain information from third parties on your behalf using the Confirmation.com application.

[Click here](#) to provide authorisation to your auditor, or, copy and paste the link below into your browser's address window. Please note the links in this message will expire 90 days from the date of [expiry](#).



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

The process takes less than 30 seconds to complete.

### Agreement

By providing the below Client Authorisation, I am agreeing to Confirmation.com's User Agreement which allows my financial institutions, business partners, and auditors to process and receive confirmations through the Confirmation.com service.

### Signature\*

[Sign It](#) [Type It](#) [Clear](#) [Signature Tutorial](#)



Provide signature in the space above.

## Step 4: Initiating your confirmations

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



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

**As of Date \***  
 31/12/2014   
 December 2014   
 Mo Tu We Th Fr Sa Su  
 1 2 3 4 5 6 7

Select which accounts/forms you wish to confirm.

<input checked="" type="checkbox"/>	Responder ▲	Account ID
<input checked="" type="checkbox"/>	 Bank name	234523423

Add the Engagement Number (client charge code) and any other questions you may have:

**Engagement Number**

**General Questions for all Responders (optional)**

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.

Responders ▲	Type	Quantity	Total
 Bank name	Financial	1	\$99.00 USD
<b>Totals</b>		<b>1</b>	<b>\$99.00 USD</b>

## 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.

[Watch how to recall a confirmation](#)

### 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 prioritise responding to re-confirmations.

[Watch how to perform a re-confirmation](#)



**Need help? Contact customer support**

***Region***

USA & Global  
Asia Pacific  
South Africa  
United Kingdom

***Call***

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