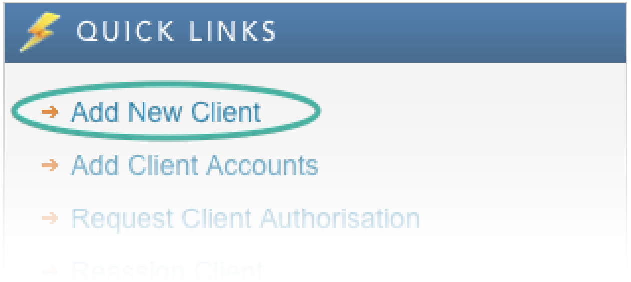
Confirmation.com

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.

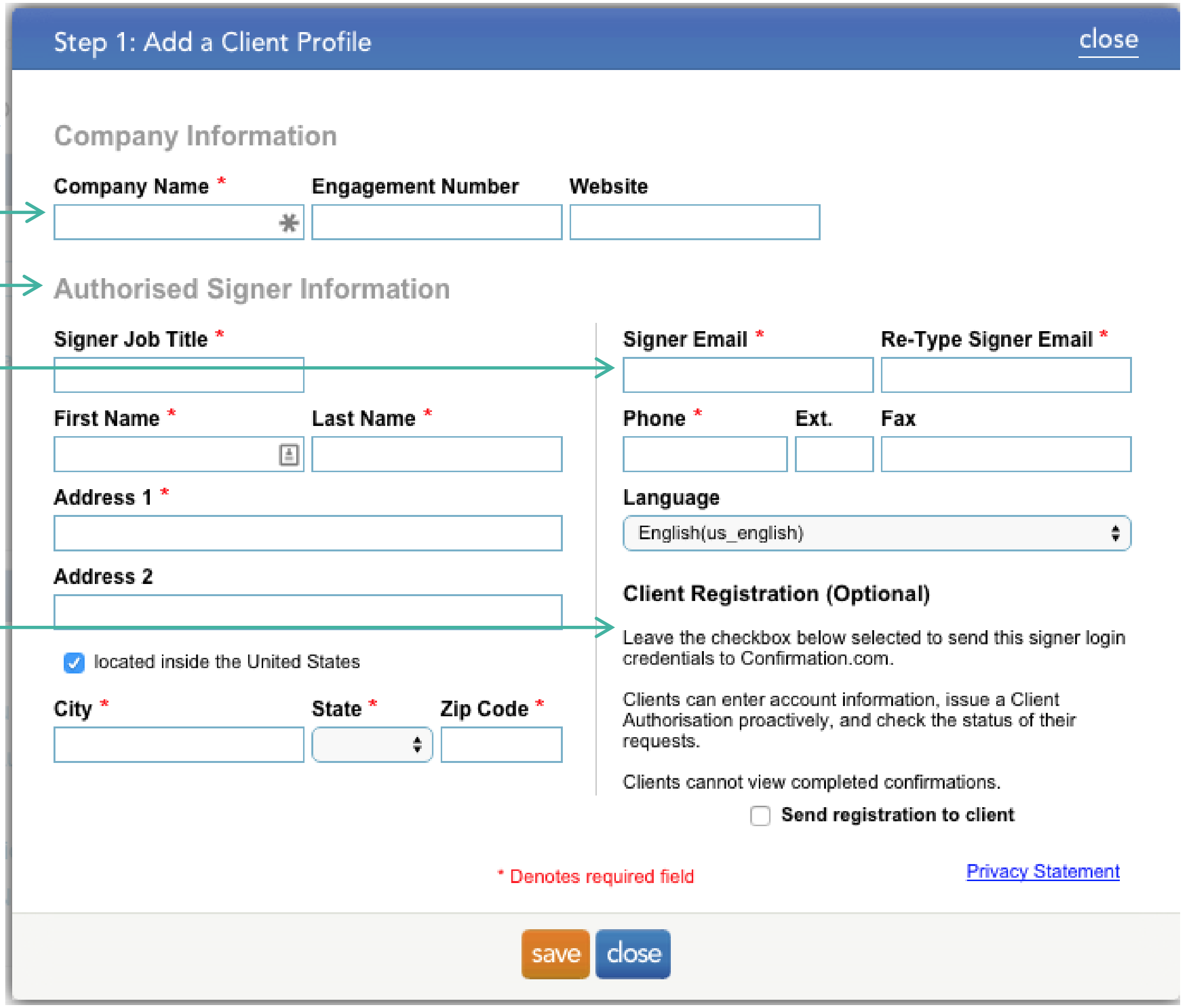


Company Name: This is the legal entity / registered company name.

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

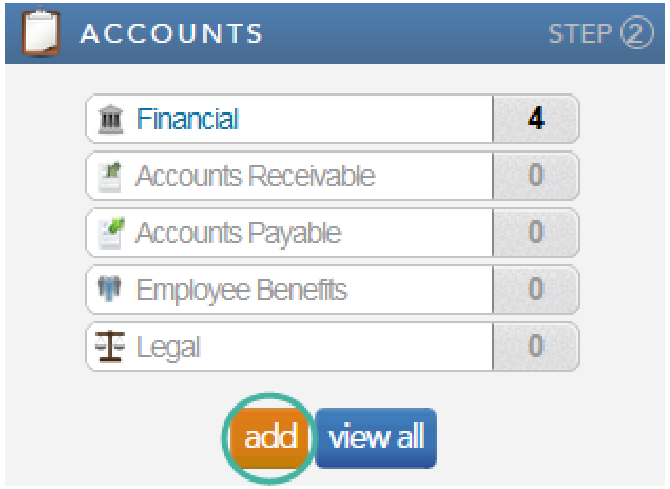
Signer email: This must be the email of the authorised signer. Authority cannot be delegated to another party.

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



Step 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:

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.

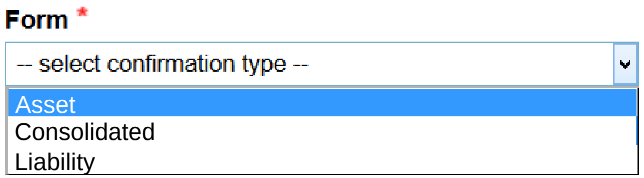
Asset
Consolidated
Liability

Step 2: Add accounts – choosing the request type

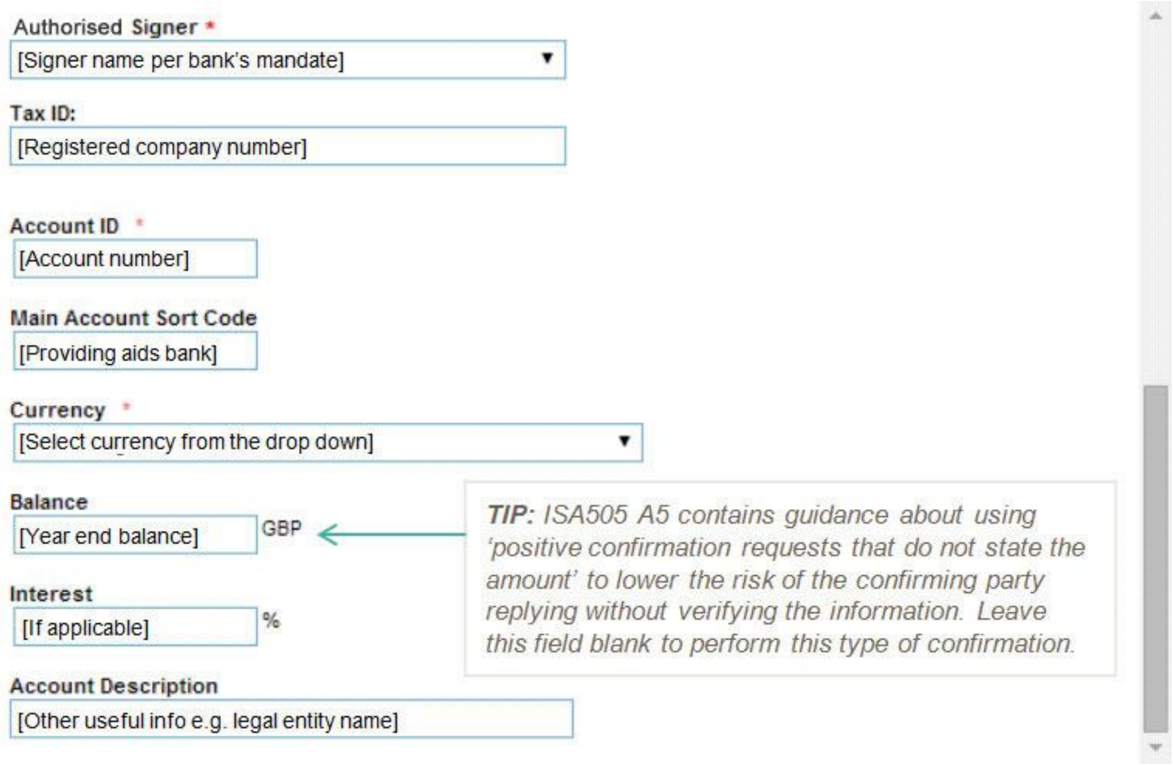
Individual forms

- 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:



E.g. Asset form



Cost

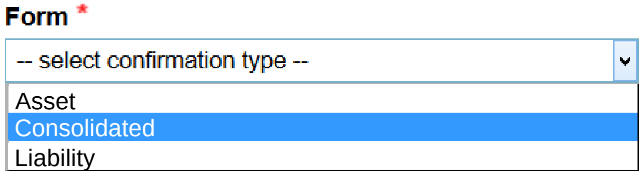
$23 per account.
Capped at 5 ($115) per entity, per bank, per As of Date.

Step 2: Add accounts – choosing the request type

Consolidated forms

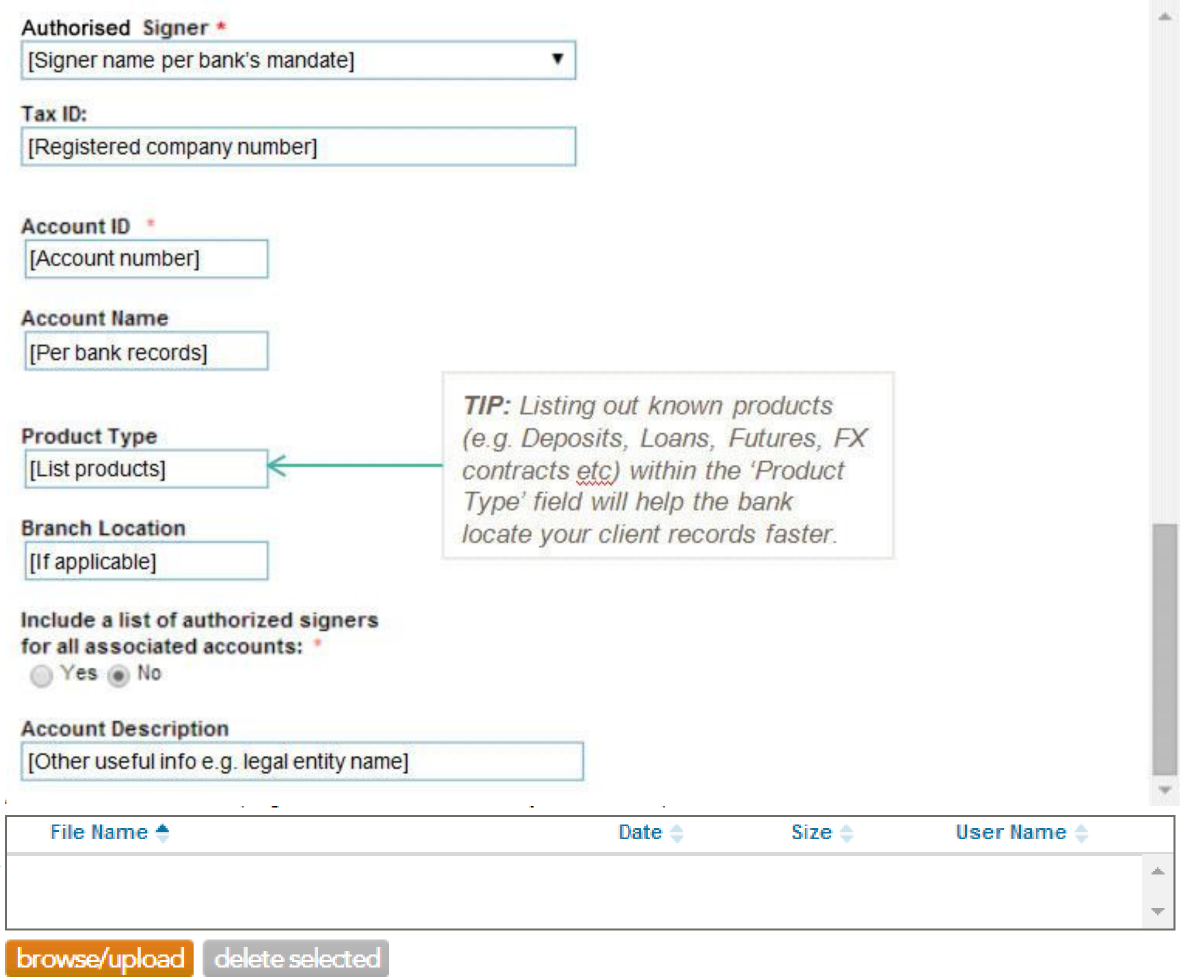
- A consolidated form is a '**Full entity search**' of bank records.
- Provide a single account number or reference for an entity and the bank will use this to locate the client on their system.
- They will run a full statement of all balances and arrangements and provide this as a response.

Select your confirmation form type from the drop down list:



Cost

$99 per full entity search



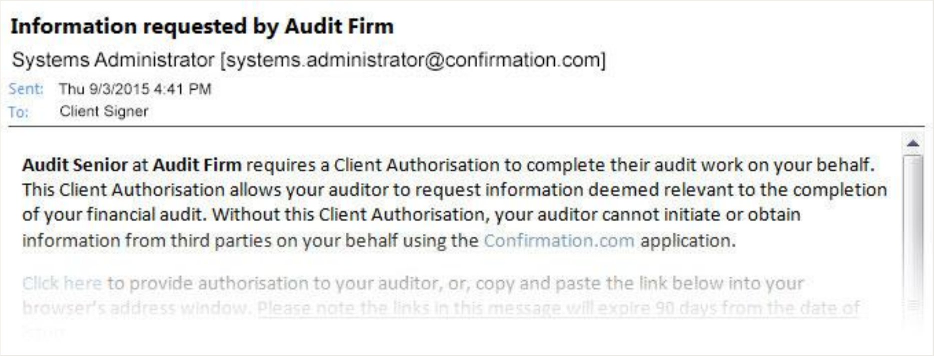
TIP: *Listing out known products (e.g. Deposits, Loans, Futures, FX contracts etc) within the 'Product Type' field will help the bank locate your client records faster.*

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

Step 3: Requesting client authority to disclose information

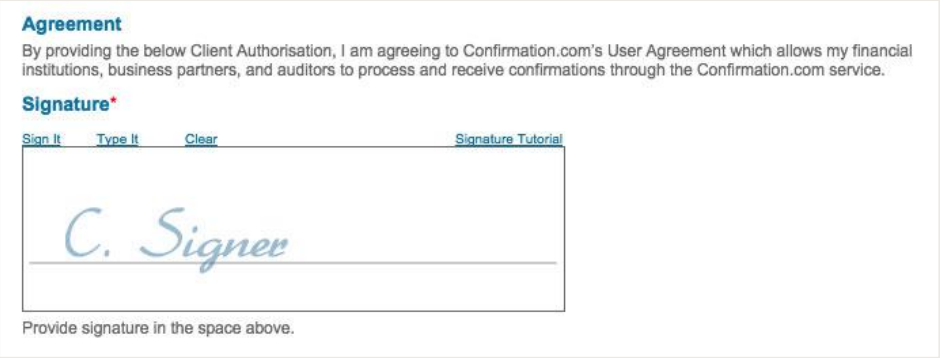
Once you've added all your accounts, you can request client authorisation for your client:

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.



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

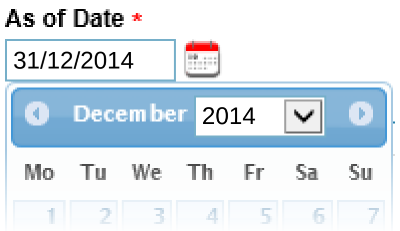
The process takes less than 30 seconds to complete.



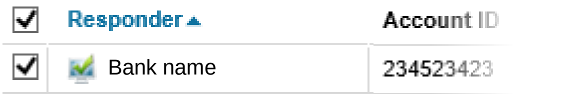
Step 4: Initiating your confirmations

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

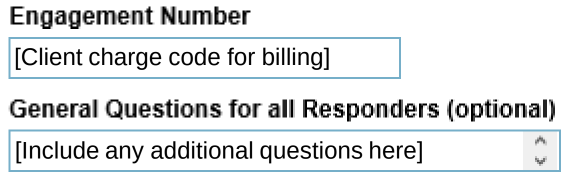
Select your 'As of Date' – this is the balance sheet date of your audit.



Select which accounts/forms you wish to confirm.



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



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
Totals		**1**	**$99.00 USD**

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	*Call*	*Email*
USA & Global	+1 866.325.7201	customer.support@confirmation.com
Asia Pacific	+61 452 442 722	support@apac.confirmation.com
South Africa	+27 11 507-0107	support@cqs.co.za
United Kingdom	+44 (0)203 757 6312	uk.support@confirmation.com