

# New Audit Certificate Process

The Hongkong and Shanghai Banking Corporation Limited - Mauritius and HSBC Bank (Mauritius) Limited have implemented a new system, Confirmation.com, to facilitate audit bank confirmation requests.

From the 1 April 2017, HSBC Mauritius will also accept audit confirmation requests via Confirmation.com  
*For sake of clarity, we will continue to accept audit confirmation requests sent via fax or post.*

Some of the reasons this new solution has been implemented, are to ensure that:

- Client data is properly managed and handled by authorised parties.
- The bank and audit firms comply with all required regulatory requirements and laws.
- The appropriate security and protection of client data.
- Information is sent and tracked only between the bank and authenticated audit firms.
- To improve general control, management and efficiencies with the large volume of requests.

For more information on how to get started and for support details, please refer to below.

Best Regards

HSBC Operations, Services and Technology Team



## What is Confirmation.com?

Confirmation.com is the world leading, highly secure, web-based platform, which allows both authenticated audit firms and banks to effectively and efficiently manage and control the audit confirmation process electronically, as opposed to using the traditional inefficient and unsecure manual paper-based approach. This streamlines the process, improves efficiencies and reduces fraud risk for auditors, banks and their shared clients.

### Overview

- Global Leader with clients in 140 countries
- 1,500+ Bank Customers
- 13,000+ Audit Firm Customers
- 100,000+ Auditor Users
- Endorsed by ABA, AICPA, BBA

### Service

Secure web-based solution that automates the audit confirmation process to:

- Help minimize fraud
- Elevate efficiency

### Security



## Confirmation.com Key Benefits?

- Web-based and paperless process
- Secure direct channel of communication with authenticated parties
- Reduces fraud risk
- Full audit trail for each confirmation
- Streamlines the confirmation process
- Improves control and efficiencies
- Security-assured platform — SOC 1, 2 & 3 reports, ISO27001, TRUSTe

 Confirmation.com

 Confirmation.com



# Getting Started:

## Audit firms are required to register on Confirmation.com:

- a. Open [www.confirmation.com](http://www.confirmation.com) in a web browser
- b. Click sign up and complete the online registration form

## There is a simple 5-step process to send a confirmation request to the bank:

1. Create a Client Profile
2. Add Client Accounts
3. Obtain Client Authorisation
4. Initiate Confirmation
5. Download Completed Request

## Bank Client authorisation process (Step 3):

- When creating a client profile on Confirmation.com, an auditor will need to add the relevant client bank signers to the client profile.
- The auditor will then need to request authorisation from the client via Confirmation.com.
- A system generated email ([systems.administrator@confirmation.com](mailto:systems.administrator@confirmation.com)) with a link to a secure signing webpage will be sent to the audit client bank signers.
- Once the client bank signers sign and approve the electronic request, the auditor will be able to initiate the audit confirmation to the bank.

**Getting Started Guides:** visit <https://confirmation.success.cqs.co.za/>  
**Support:** email [confirmations@cqs.co.za](mailto:confirmations@cqs.co.za)

