

Bank confirmations process for audits of public sector entities performed by Contract Audit Agents (CAAs)

Overview

CAAs should use their own business processes to request bank confirmations (i.e. paper and electronic requests through email or Confirmation.com).

CAA's performing an audit on the Audit Office's behalf can chose to use the 'Auditor-General Audit Confirmation Form' in Confirmation.com to request confirmations for Westpac Divisions.

This guidance:

- provides an overview of the [bank confirmation request methods for public sector entities](#)
- outlines the process for [bank confirmation requests with Westpac and its divisions](#)
- details how to [use the 'Auditor-General's Audit Confirmation Form' in Confirmation.com](#)
 - [locating financial responder name in Confirmation.com](#)
 - [selecting form type](#)
 - [initiating confirmations](#)
 - [Accessing completed confirmations](#)

Essential Information: Overview of Bank Confirmation Request Methods

The table below outlines the methods for requesting bank confirmations for public sector entities from 1 July 2017.

Bank	Method
Westpac: Agencies directed to use the service provider(s) on the NSW Government Cash and Banking Services Contract (refer to TC 18-04 'Extension of the NSW Government Cash and Banking Services Contract')	<p>Audit teams should:</p> <ol style="list-style-type: none"> 1. Complete Bank Confirmation - Audit Request form and Client Request Letter for Bank Confirmation; 2. Send completed forms to auditcertificates@westpac.com.au <p>Note: To ensure that confirmations are correctly identified as NSW government agencies on the NSW Government Cash and Banking Services Contract, please state in the email that the confirmation is for: 'A NSW public sector agency required to use the NSW Government Cash and Banking Services Contract'.</p> <p>Bank Confirmations can be returned to the requesting auditor by encrypted email, if requested. A paper copy will be sent via post.</p>
Westpac: Other Entities e.g. State Owned Corporations, local councils, universities	Use confirmation.com
Westpac Divisions: • St George • Bank of Melbourne • Bank of South Australia.	Use Confirmation.com

Bank	Method
Banks registered with Confirmation.com	Use Confirmation.com.
Banks not registered with Confirmation.com (see list of banks using Confirmation.com)	Mail paper confirmations to the bank's address (obtain from client).

A listing of banks responding to audit confirmation requests through Confirmation.com is available on the Audit Office [website](#). CAAs registered with Confirmation.com can also generate a current listing of participating banks from Confirmation.com.

Bank confirmation requests with Westpac and its divisions (i.e. St George Bank, Bank of Melbourne, Bank of South Australia)

CAAs with clients that bank with Westpac and its divisions (i.e. St George, Bank of Melbourne and Bank of SA) must register with Confirmation.com to obtain bank confirmations.

Auditor-General's Offices have an exclusive confirmation form in Confirmation.com. The 'Auditor-General Audit Confirmation Form' is only available to Audit Offices within Australia and their approved CAAs.

Using the 'Auditor-General's Audit Confirmation Form' in Confirmation.com

Please ensure this form is only used when conducting an audit on the Audit Office's behalf. Confirmation.com has advised they will revoke access to this form if it is used for non-government audits. If this happens, CAAs should make alternate arrangements to use the confirmation service via the Audit Office.

Locating financial responder name in Confirmation.com

Confirmation.com uses specific departments for processing the 'Auditor-General's Audit Confirmation Form'. The banks and departments are listed below.

Bank (Usual Financial Responder Name)	Specific Department (Financial Responder Name for government entities)
Westpac	WBC – Restricted
Bank of Melbourne	BOM – Restricted
St George Bank	STGB – Restricted
Bank SA	BSA – Restricted

CAAs should find and select the above department (financial responder) names to access and submit an Auditor-General's Audit Confirmation Form request for a government entity (NSW State Government and Local Government). CAAs can find the above responder names by entering the term 'restricted' in the responder field, (see the image below).






Add New Account for Audit Office of New South Wales close




- 1 Choose Type
- 2 Select Responder
- 3 Add Account
- 4 Review

Search and select a Financial responder:

Search
 search

5 results found. Responder not found? [Add new responder](#) or [import responders \(paper only\)](#)

-  Citibank-Restricted
-  WBC - Restricted
-  STGB - Restricted
-  BSA - Restricted
-  BOM - Restricted

 In-Network  Out-of-Network  Paper

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Add New Account for Audit Office of New South Wales close

- 1 Choose Type
- 2 Select Responder
- 3 Add Account
- 4 Review

Search and select a Financial responder:

Search
 search

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

 WBC - Restricted
 1 King Street, Concord West
 Sydney, New South Wales 2138
 Australia
ABN: 33007 457 141




Responder Instructions:

This is a restricted department and should only be selected as directed by an Auditor-General office (either State or Commonwealth).

Submit a SINGLE Audit-General Audit Confirmation Form for each unique legal entity. Please be advised the "Audit-General Audit Confirmation Form" is exclusively for use on audit engagements, completed or contracted on behalf of the Auditor-General office(s).

Accepted Forms:

Audit-General Audit Confirmation Form

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The 'Audit-General's Audit Confirmation Form' is the only form available for these Financial Responders (see the images below).

Add New Account for Audit Office of New South Wales close

- 1 Choose Type
- 2 Select Responder
- 3 Add Account
- 4 Review

Add Account

Financial Responder:
 WBC - Restricted
 1 King Street, Concord West
 Sydney, New South Wales 2138
 Australia
 ABN: 33007 457 141

Form *
select confirmation type -
 Audit-General Audit Confirmation Form

* Denotes required field

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The 'Auditor-General's Audit Confirmation Form' requires the auditor to submit a single request per customer profile, using a single BSB and account number. Only one consolidated request should be submitted per customer profile and the financial responder will respond with all associated accounts in one request.

Selecting Form Type

- Select the 'Audit-General's Audit Confirmation Form' form type from the drop down list:

Form *

Audit-General Audit Confirmation Form
▼

Add New Account for Planet Express close

- 1 Choose Type
- 2 Select Responder
- 3 Add Account
- 4 Review

Add Account

Financial Responder:
 7th Gold Coast Bank
 14 Wallaby Way,
 Sydney, NSW 2222
 Australia
 FDIC: 123456

Form *
Audit-General Audit Confirmation Form ▼
The Audit-General Audit Confirmation Form asks the responder (bank) to perform a search of the government entity's data based on the identification information provided below. This form does not guarantee all client data will be retrieved but asks the responder to use best efforts based on the data available to them.

Authorised Signer *
-- select signer --

Customer Identification Number *
 Source from your audit client

BSB and Account Number *
 Example: 023946-12345678

Account Name *

Assets (Deposits)

Liabilities (Loans)

Mandatory Fields

* Denotes required field

save & add new

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- Enter all mandatory fields (see below). Financial Responders will use this information to locate the client on their system
- The Customer ID Number is a mandatory field for all Australian banks with the exception of NAB
- When adding accounts, CAAs can add attachments to the request (not shown).

Initiating Confirmations

Once the bank account details are entered, CAAs need to obtain the client authorisation. Once the client authorises the request the CAA will be able to initiate the Confirmation.

CAAs must include a comment in the notes section that they are using the 'Auditor-General's Audit Confirmation Form' as a contractor of the Audit Office of NSW.

Initiate Confirmations for: Audit Office of New South Wales
close

Choose As of Date and filter criteria then select search.

As of Date *

<input type="checkbox"/> Responder ▲	Type	Account ID	Name	Form	Signer	Additions
<div style="border: 1px solid #ccc; padding: 10px; width: fit-content; margin: auto;"> <p>Choose an As of Date to display available accounts. Note: Accounts previously initiated for the selected As of Date may not appear.</p> </div>						

General Questions for all Responders (optional)

* Denotes required field

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Accessing Completed Confirmations

Financial responders will run a statement of balances and arrangements and provide this as a response. CAAs will be able to download the completed confirmation from Confirmation.com.

close
Confirmation Details For Planet Express

[Confirmation Detail | Client Authorization]
export

Client's Statement

In accordance with the agreed practice for provision of information to auditors, please provide information on behalf of the bank, its branches and subsidiaries in relation to the legal entity as detailed below as of the balance request date specified.

Client's Company Information

Planet Express
123 Mill St
-
Any Town, NY-11111
United States
Customer Identification Number: 1234568790
Engagement Number :

Requestor Information

Innova CPA's
1234 Main St
-
Anytown, CT - 20214
United States

Lead Auditor
Matt McInnis
999-888-6666
innova.confirmation@gmail.zzz
Office: Anytown Accounting

Responder Information

7th Gold Coast Bank [FDIC: 123456]
14 Wallaby Way
-
Sydney, 2222
Australia

Contact
Mgr
Terry Gillam
1234567890
tg@noemails.zzz

Client's Account Information

Account Name Planet Express Accounts list	BSB and Account Number 123456-12345678	Type/Form Financial/Audit-General Audit Confirmation Form
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Confirmation Request

Status ✔ Completed	As of Date 04/01/2016 <small>(mm/dd/yyyy)</small>	Currency AUD*	Request ID a25ai18k6v	Delivery Method ✔ In-Network
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Assets (Deposits)
123456

Liabilities (Loans)
123456

Securities on Liabilities
123456

Derivatives
123456

Other
No additional accounts

Include a list of all authorised signers for all associated accounts:Yes

Account Description
Account Description Field - The Audit-General Audit Confirmation Form asks the responder (bank) to perform a search of the government entity's data based on the identification

Attachments

File Name	Date	Size	User Name	User Type
Asset_Holdings_PlanetExpress_12312014.pdf	04/05/2016	74.3 KB	Terry Gillam	Clerk
Planet Express 12.31.14- Letter of Credit.pdf	04/05/2016	68.9 KB	Terry Gillam	Clerk
PlanetExpress 12.31.2014 Derivative.pdf	04/05/2016	68.9 KB	Terry Gillam	Clerk

*AUD - Australia, Dollars

Questions / Comments

(04/05/2016 05:11 PM) Auditor said - General Questions at initiate

Responder Statements

This reply is given solely for the purpose of your Audit without any responsibility on the part of the Bank, its employees or agents. It does not relieve you from any other enquiry nor from the performance of any other duty.

This is the Default Exception field.

Note: System dates and text are displayed according to your user profile settings. Manually entered text and dates will display as entered by the user.

re-confirm
close

The completed request can be downloaded as PDF.

Description (include amount if applicable)	
N/A	

6. ACCOUNTS OPENED/CLOSED

List details of any account opened or closed during the twelve months prior to Confirmation date xxxx
 Note, our systems may not allow us to readily identify all accounts closed in the last 12 months.

Account Number for Accounts Opened/Closed	Account Name
N/A	N/A

7. SEALED PACKETS, LOCKED BOXES, SECURITY PACKETS, ETC.

	Yes	No
Are sealed packets held on behalf of the customer?		X
Are locked boxes held on behalf of the customer?		X
Are security packets held on behalf of the customer?		X

8. UNUSED LIMIT/FACILITIES

Please confirm details of all available unused limits/facilities as at xxxx

Types of Facility	Amount of Facility	Amount of Unused Facility	Conditions of Facility Use
N/A	N/A	N/A	N/A

9. OTHER INFORMATION

The following details provided by you are confirmed.

Other details relating to any financial relationships not dealt with under any of the above headings.

Things you should know
 The Bank and its staff cannot guarantee the correctness of information in this Audit Certificate and therefore disclaim any liability for the Audit Certificate. The information in this Audit Certificate is confidential and is provided for private use to confirm our customer's accounts for audit purposes only. It may not be used for any other purposes or by any unauthorised persons. In particular this is not a credit reference.

Please check the information supplied against your own records. If you believe there is any discrepancy between this information and your records, or your client's own records, you should advise our office immediately.

AC0004 (11/08)

1. CREDIT ACCOUNT BALANCES

Give details of all account balances in favour of the customer as at xxxx include the details of any current accounts, Interest Bearing Deposits, Foreign Currency Accounts, Convertible Certificates of Deposit, Money Market Deposits, etc, if not listed below.

Account Name	Account Number	Balance	Currency	Interest Rate
N/A	N/A	N/A	N/A	N/A

2. DEBIT ACCOUNT BALANCES

Give details of all account balances owed to the Bank as at xxxx, by the customer in respect of overdraft accounts, Interest Bearing Deposits, bank loans, term loans, etc and also repayment terms.

Account Name	Account Number	Balance and Currency	Limit	Interest Rate	Repayment Term
N/A	N/A	N/A	N/A	N/A	N/A

3. PROMISSORY NOTES/BILLS OF EXCHANGE HELD FOR COLLECTION ON BEHALF OF THE CUSTOMER

Maker/Acceptor	Amount	Due Date
N/A	N/A	N/A

4. CUSTOMER'S OTHER LIABILITIES TO THE BANK

List Liabilities owed, including:

- (a) Bills discounted with recourse, endorsed draft/notes, forward exchange contracts, letters of credit, liability in respect of shipping customers documents where customer's account not yet debited.
- (b) Include date, name of beneficiary, amount and brief description of any guarantee, bonds or indemnities undertaken by the Bank on behalf of the customer (with recourse) or given by the customer.
- (c) Other liabilities – give details.

Nature of Liability	Amount	Currency	Limit	Due Date
N/A	N/A	N/A	N/A	N/A

5. ITEMS HELD AS SECURITY FOR CUSTOMER'S LIABILITIES TO THE BANK

Indicate if securities relate to particular borrowings or liabilities to the Bank and whether lodged in the customer's name. Also include details of negative pledge arrangements. If lodged by a third party, that party's authority to disclose details must be attached.

AC0004 (11/08)