

Frequently Asked Questions on requests for an Audit Confirmation Report

1. How do I obtain an Audit Confirmation Report?

To obtain an Audit Confirmation Report, you will need to download and complete the Audit Confirmation Report Request Form [here](#).

2. Where can I submit the Audit Confirmation Report Request?

You may submit your Audit Confirmation Report Request via the Portal <https://econfirm.my/>

3. What are some of the common reasons for a delay in getting the Audit Confirmation Report?

They are as follows:

- When a non-standard Audit Confirmation Report Request letter is submitted.
- When the company name and account number provided do not match what is in the Bank's record.
- When the signatures of the Authorised Signatories differ from or are not found in our Bank's record.
- When there are insufficient funds in the business current account or there is no business current account from which to deduct the Audit Confirmation fee.

4. When can I expect to receive the Audit Confirmation Report?

If your Audit Confirmation Report Request Form is in order, the Audit Confirmation Report will be sent to the auditor within 14 business days from the date of receipt of the Request Form and the applicable fees and charges.

5. Can I submit the Audit Confirmation Report Request in advance before the financial reporting period?

The Bank can only process the Audit Confirmation Report Request after the end of the financial period. With this, it is advisable to send in the request after the financial reporting period.

6. Which account will be used to deduct the Audit Confirmation fee?

The Audit Confirmation fee will be deducted from your OCBC business current account as indicated on the Request Form. However, if the account number is not indicated on the form or the account indicated on the form does not have sufficient balances, the Bank will deduct the fee from the business current account with sufficient balance.

7. How can I pay for such fees if I do not have a current account to deduct from?

You can make payment by cheque, payable to "OCBC Bank (Malaysia) Berhad" or visit any of our OCBC branches nationwide to pay the fees.

8. Do I need to submit other supporting documents along with the standard Audit Confirmation Report Request Form?

No supporting documents are required.

9. Who is authorised to sign on the Audit Confirmation Report Request Form for obtaining the Audit Confirmation Report?

The Audit Confirmation Report Request Form must be signed by the Authorised Signatories per the Bank's record.

For enquiries, please contact your Relationship Manager or Customer Service at 1300 88 7000 or 03 8317 5200.