

04 May 2026

## Update on Audit Confirmation Process Effective 1 October 2026

Dear Customer,

To further our commitment to environmental sustainability and improve our operational efficiency, we are updating the process for handling audit confirmation requests.

Starting **1 October 2026**, we will discontinue the acceptance of **paper-based audit confirmation requests**.

Your current fees remain unchanged when your auditors submit audit confirmation requests through [Confirmation.com](https://confirmation.com), our preferred and primary submission platform. By using this digital service, you will benefit from:

- Faster turnaround time;
- Reduced manual processing; and
- Enhanced security of your information

To help ensure the timely completion of your audit, please encourage your auditors to register with **Confirmation.com** as soon as possible, and to submit all audit confirmation requests exclusively through this platform.

Exceptions will only be considered in rare cases where an auditor is unable to register with **Confirmation.com** and use the platform. In such instances, a **paper processing fee of SGD 200 / USD 160** (subject to prevailing taxes) may apply.

We appreciate your support as we move toward a more efficient and environmentally sustainable process.

For assistance, please contact your relationship manager.

Thank you.