Questionnaire

GENERAL QUESTIONNAIRE

Review reports and the appropriate programs and work papers of the auditors in order to answer the following audit function questions. Where appropriate, retain supporting documentation and pertinent information or note it under "Comments."

Explain all "No" answers.

1.	Has the auditor devised an overall audit plan identifying areas of risk?	
2.	Do programs and questionnaires exist for each area?	
3.	Is the independence of the internal auditor assured, based upon review of documentation such as the function's charter or the organization chart of the institution?	
4.	If the institution outsources responsibility for the internal audit function, does the outside contractor remain independent and not act in a capacity equivalent to management?	
	• Does the arrangement comply with current AICPA guidance?	
5.	Where the auditor used operating personnel, is there documentation showing that:	
	• Either the auditor, or someone the auditor directs, closely supervised the operating personnel's work?	
	• They did not audit records of the department to which they are assigned or their own work?	
6.	Does the internal auditor meet with the directors at least annually to discuss written reports of audit?	
	• How often?	
7.	Do audit programs include tests of physical and accounting controls performed in the following (minimum) areas:	
	• Cash?	
	• Consigned items and other nonledger control accounts?	
	• Investments?	
	• Loans?	
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		Yes	No
	• Loans and participations sold and purchased?		
	• Allowances for credit losses?		
	• Deposits?		
	• Confirmation of loans and deposits?		
Note	: Detailed questions concerning the internal audit staff work in each of these areas follow.		
Cas	sh		
1.	Does the internal audit staff count and balance cash on hand?How often?		
	• Do they make cash counts on a surprise basis?		
2.	Do they test bank account reconciliations for accuracy?		
3.	Do they test cash receipt procedures?		
4.	Do they test cash disbursement procedures?		
	• Do they review cash control records and trace any apparently large or unusual cash movements to or from a department or branch?		
Fun	ds Transfer Activities		
1.	Does the internal auditor review the wire transfer function for segregation of duties in- volving receipt, processing, settlement, accounting, and reconciliation?		
2.	Does the internal auditor test staff compliance with credit and personnel procedures, op- erating instructions, and internal controls?		
3.	Does the internal auditor review overnight drafts?		
Due	e From Banks		
1.	Does the internal auditor test the bank reconcilement including the Federal Reserve Bank?		
	• Do they receive cut-off bank statements as of the examination date and an appropri- ate date subsequent to the examination date for use in testing bank reconcilement?		

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2.	Does the internal auditor review all returned items for an appropriate period subsequent to the examination date?		
3.	Does the internal auditor confirm due from banks?		
4.	Does the internal auditor check the accuracy and completeness of reports submitted to the Federal Reserve for calculation of required reserve balances?		
Con	signed Items and Other Nonledger Control Accounts		
1.	Does the internal auditor balance and confirm consignment items?		
	• How often?		
	• On a surprise basis?		
2.	Does the internal auditor test income from the sale of consignment items?		
3.	Does the internal auditor test rental income for safe deposit boxes?		
4.	Does the internal auditor check vault entry records for signature(s) of authorized per- sons?		
5.	Does the internal auditor examine safekeeping/custodial accounts or confirm them with an outside custodian?		
6.	Does the internal auditor test the completeness of safekeeping/custodial items and re- cords by examining supporting documentation or by confirming with customers?		
7.	Does the internal auditor test closed safekeeping/custodial accounts?		
8.	Does the internal auditor test fee income for safekeeping/custodial accounts?		
9.	Does the internal auditor test collection items by examining supporting documentation, subsequent receipt of payments, disbursement to customers of funds collected, or by confirming with customers?		
	• Does the internal auditor test collection fee income?		
Inve	estments		
1.	Does the internal auditor verify that the board adopted written investment policies that include the institution's investment limits, each trader's limits, etc.?		
2.	Does the internal auditor examine or confirm all investment securities?		

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3.	Has the internal auditor ascertained that securities transactions are in keeping with stated portfolio objectives?		
	Has the internal auditor also:		
	• Reviewed the securities dealers with who the institution conducts securities activi- ties?		
	• Reviewed objectionable investment portfolio transactions?		
4.	Does the internal auditor test that all investment securities transactions are authorized?		
5.	Does the internal auditor verify investment securities balances (including physical count of securities located in the institution, and confirm institution ownership and control of securities held in custody outside the institution)?		
6.	Does the internal auditor verify the book and market values of investment securiti		
7.	Does the internal auditor reconcile the accrued interest accounts to detail, and check computations of interest income?		
8.	Does the internal auditor test the gain and loss on investment securities sold during the period?		
9.	Does the internal auditor review hedging activities (forward commitments, futures, op- tions, and interest rate swaps) for compliance with internal policies and procedures and strategies?		
10.	Does the internal auditor check for compliance with laws and regulations applicable to those savings institutions engaging in the purchase or sale of securities instruments for their own account or for the account of customers (including providing commodity advice to customers)?		
11.	Does the internal auditor check for compliance with the FFIEC "Supervisory Policy Statement on Investment Securities and End-User Derivatives Activities?"		
12.	Does the internal auditor check for compliance with the repurchase agreement provision of the Government Securities Act for non-dealer entities?		
Reta	ail Nondeposit Investment Sales		
1.	Does the internal auditor check the monitoring and resolution of customer complaints?		
2.	Does the internal auditor test customer accounts for proper disclosures?		

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3.	Does the internal auditor check for conflicts of interest?		
4.	Does the internal auditor review the saving association's compensation program for re- tail nondeposit investment product sales?		
5.	If the savings association has a separate compliance program for retail nondeposit investment product sales, did the internal auditor review the adequacy of the compliance program?		
6.	Where the savings association offers retail nondeposit investment products through an independent third-party vendor, did the internal auditor review vendor adherence to the governing agreement?		
7.	Did the internal auditor ascertain that the sales activities were in keeping with estab- lished policies and procedures, applicable laws, and regulations, and the February 15, 1994, "Interagency Statement on Retails Sales of Nondeposit Investment Products?"		
Subordinate Organizations and Affiliates			
1.	Does the internal auditor review and test the investment in and the transactions with re- lated organizations?		
2.	Does the internal auditor determine that investments, advances, or transactions with af- filiates are consistent with covenants of debt or other instruments as approved by the board of directors or bank management?		
Derivatives			
of ris	level of internal auditor expertise should be consistent with the level of activity and degree of assumed by the savings association. In some cases, a savings association may need to burce internal audit coverage of derivative activities to ensure that the persons performing udit work possess sufficient depth and experience.		
1.	Does the internal auditor assess the adequacy and reasonableness of information ob- tained and used in risk management systems (market, credit, liquidity, and operation and systems)?		
2.	Does the internal auditor validate the data integrity of significant market, liquidity, and risk management models?		
3.	Does the external auditor determine that contract documentation is properly maintained and safeguarded, and ascertain that legal counsel has properly reviewed documents?		

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4.	Has the external auditor confirmed the effectiveness of internal control systems used for derivatives transaction processing and valuation?		
5.	Has the external auditor checked compliance with laws, rules, regulation, proper ac- counting, and taxation considerations?		
6.	Has the internal auditor ascertained the savings association staff performs derivative ac- tivities within the guidelines provided by bank policies and procedures?		
Loa	ns		
	ns include commercial loans, installment loans, floor plan loans, credit card loans, home y, and construction).		
1.	Does the internal auditor determine if the institution maintains up-to-date documentation showing lending policies and procedures?		
2.	Does the internal auditor determine whether compliance with policies and procedures is adequate?		
3.	Does the internal auditor test delinquency lists?		
	• How often?		
4.	Does the internal auditor test interest and accrual computations?		
	• How often?		
5.	Does the internal auditor verify loan and escrow (impound) account balances (including confirmation procedures)?		
	• Does the internal auditor physically inspect collateral, if applicable?		
	• Has the internal auditor tested the pricing of negotiable collateral, if applicable?		
б.	Does the internal auditor examine notes and other legal documentation for authorized approvals and compliance with policies?		
7.	Do the internal auditor's work papers disclose:		
	• The number and percent of new loan files examined compared with the total origi- nated during the period?		
	• The number and percent of files applicable to previous audit periods examined com- pared with the total number outstanding as of the audit date?		

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	• The basis used for selection of loan accounts for inspection and the specific documents inspected?		
8.	Does the internal auditor note all material exceptions?		
9.	Does the internal auditor determine the adequacy of insurance coverage and ensure that the institution names itself as loss payee?		
10.	Does the internal auditor verify the loan-in-process accounts?		
11.	Does the internal auditor review the sales of repossessed collateral/foreclosed mortgages to determine the propriety of the entries made to record the sales?		
Loai	ns and Participations Sold or Purchased		
1.	Do the internal auditor's work papers indicate the extent of audit procedures performed and conclusions reached?		
2.	Does the internal auditor confirm:		
	• Significant balances of loans and participations sold or purchased?		
	• Significant terms of purchase or sales agreements?		
3.	Do the internal auditor's work papers indicate the methods used to determine the ade- quacy of auditing procedures on loans serviced by others?		
4.	Do the internal auditor's procedures include, when appropriate, obtaining letters from servicing organizations' auditors confirming the extent of their audit procedures?		
5.	For loans purchased, do the internal auditor's procedures verify that:		
	• The underwriting meets the institution's underwriting standards?		
	• The institution obtains, reviews, and retains all pertinent documents?		
Mor	tgage Banking Activities		
1.	Does the internal auditor test book and fair-market values of mortgage servicing assets?		
2.	Does the internal auditor verify the appropriateness of hedge accounting?		
3.	Does the internal auditor test the accuracy of tracking systems by verifying that docu- mentation was on hand, or in process of being received, for loans awaiting sales and those being serviced?		

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	• Did the internal auditor follow up on any exceptions outstanding over 120 days?		
4.	Does the internal auditor test impairment analyses?		
5.	Does the internal auditor determine the accuracy of financial reporting systems and other management information systems?		
6.	Does the internal auditor check compliance with established policies and procedures, accounting procedures, lows, rules, and regulations?		
Leas	ing Activities		
1.	Does the internal auditor confirm leases and related balance sheet accounts?		
2.	Does the internal auditor review the leases and other legal documentation?		
3.	Does the internal auditor test the computation of depreciation expense, interest expense, or rental income?		
4.	Does the internal auditor test the computation of any gain or loss on sales and disposals of property and trace the sales proceeds to cash receipts records?		
5.	Does the internal auditor determine that account balances accurately reflect any deferred tax liability or asset?		
6.	Does the internal auditor review insurance coverage and determine that property damage coverage is adequate in relation to book value and that liability insurance is in effect?		
Allo	wances for Credit Losses		
1.	In determining the adequacy of the general and specific allowances for credit losses, in- cluding the allowance for loan and lease losses (ALLL):		
	• Does the internal auditor verify loan balances for the loans charged off since the last audit?		
	• Does the internal auditor examine the supporting documentation for loans charged off?		
	• Does the internal auditor reconcile loan recovery detail amounts to credit entries in the appropriate general ledger accounts?		
	• Does the internal auditor assess whether the ALLL is adequate to provide for losses for the remaining life of all classified loans and for the next 12 months for the loans that are not classified?		

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2.	Does the internal auditor verify that the institution uses a board-approved method to de- termine the need for and adequacy of allowances for credit losses?		
	• Does this methodology comply with OTS policy, GAAP, and industry practice?		
3.	Is an adequate record available indicating which assets the internal auditor reviewed for classification and when?		
4.	Does the internal auditor consider self-classifications of loans in determining the ade- quacy of the allowances for credit losses?		
5.	Does the internal auditor test the recording of deferred tax credits (charges) if the deduc- tion for loan losses on the thrift's tax return was different from that charged to operations?		
-	osits: Demand, Time Deposit Savings Accounts, and other nsaction Accounts		
1.	Does the auditor maintain up-to-date documentation showing savings policies and prac- tices?		
2.	Is the extent of the internal auditor's tests to determine compliance with board-approved policies and practices adequate?		
3.	Does the internal auditor address the following (minimum) areas for dual control and segregation of duties:		
	• Inactive accounts?		
	• Closed accounts: Does the internal auditor test closed accounts and determine that they were properly closed?		
	• Dormant accounts: Does the internal auditor test account activity in dormant accounts, bank-controlled accounts, employee/officer accounts, and accounts of employees'/officers' business interests?		
	• Passbooks and certificates?		
	• Certificates of deposit: Does the internal auditor account for numerical sequence of pre-numbered certificates of deposits?		
	• Opening accounts?		
	Closing accounts?		

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	• Loans on deposits?		
	• Account transfers?		
	• Interest (dividend) computation?		
	firmation of Loans, Demand, Time Deposit Savings Accounts, and er Transaction Accounts		
1.	Does the internal auditor use an adequate method to determine the extent of confirma- tion?		
2.	Do the internal auditor's work papers show the number and percent (both by number and dollar amount) of loans and deposit accounts confirmed?		
	• What basis does the internal auditor use to select accounts to confirm?		
	• Is it appropriate?		
3.	If the internal auditor uses statistical sampling, do the work papers disclose:		
	• The method used?		
	• A selection system with a random start?		
	• The confidence level achieved?		
4.	Does the internal auditor report all material exceptions?		
5.	Does the internal auditor review overdraft accounts and determine collection potential?		
Off	ICIAL CHECKS		
1.	Does the internal auditor reconcile account balances?		
2.	Does the internal auditor determine the validity and completeness of outstanding checks?		
3.	Does the internal auditor examine documentation supporting paid checks?		
4.	Does the internal auditor test certified checks to customers' collected funds balances?		

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Other				
1.	Do	es the internal auditor test borrowings for approval and regulatory compliance?		
	•	How often?		
	•	Does the internal auditor confirm borrowed funds?		
	•	Does the internal auditor examine supporting legal documents, disclosures, and col- lateral custody agreements, and determine compliance with applicable laws and regulations?		
	•	Does the internal auditor review the minutes of the stockholders' and board of direc- tors' meetings for approval of all borrowing requiring such approval?		
	•	Does the internal auditor verify changes in capital notes outstanding?		
	•	Does the internal auditor review the accrued interest accounts and test computation of interest expense?		
2.		es the internal auditor review the adequacy of the scope of auditing procedures for her Liabilities and Deferred Credits?		
	•	Does the internal auditor confirm balances of "other liability" accounts (including tests for unrecorded liabilities as of a given date)?		
	•	Does the internal auditor review the operation and use of any "inter-office" account?		
	•	Does the internal auditor review suspense accounts to determine that appropriate staff clears all items on a timely basis?		
3.		es the internal auditor review whether the scope for auditing real estate owned (REO) ounts is adequate?		
	•	Does the internal auditor review procedures to ensure that the institution purchases appropriate hazard insurance?		
	•	Does the internal auditor review current appraisal procedures, market values, and sales prices?		
	•	Does the internal auditor review foreclosure procedures including whether the insti- tution has proper title?		

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	•	Does the internal auditor verify expenses to maintain properties, and confirm rental income?		
	•	Does the internal auditor review monthly reconciliations of the properties to he general ledger?		
	•	Does the internal auditor review REO reports to the board of directors?		
4.	Do dur	es the internal auditor's scope for auditing fixed assets include the following proce- es:		
	•	Examining support for additions, sales, and disposals?		
	•	Reviewing property transactions with "bank-affiliated personnel?"		
	•	Verifying property balances?		
	•	Testing computation of depreciation expense?		
	•	Testing computation of gain or loss on property sales and disposals and tracing sales proceeds to cash receipts records?		
	•	Determining that any deferred tax liability or asset, evolving from the use of differ- ent depreciation methods for book and tax purposes is properly reflected on the bank's books?		
Acc	our	its Receivable		
1.	Do	es the internal auditor perform any of the following procedures:		
	•	Confirm loan balances?		
	•	Review, or confirm with outside custodian, notes and other legal documentation in- cluding collateral?		
	•	Review the accrued interest accounts and check computation of interest income?		
Othe	er A	Issets		
1.	Do	es the internal auditor perform any of the following procedures:		
	•	Confirm balances and examine support for additions and disposals?		

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Income and Expense			
1.	Does the internal auditor's scope adequately address all significant income and expense accounts?		
	• Does the internal auditor test income and expenses by examining supporting documentation for authenticity and proper approval?		
	• Does the internal auditor test accruals by either recomputing amounts or examining documents supporting such accruals?		
	• Test computations for gains and losses on disposals, and for amortizations?		
	• Review inter-office transactions and suspense accounts to determine whether all items included were temporary?		
Сар	bital Stock		
1.	If an institution acts as its own transfer agent and/or registrar, does the internal auditor account for all stock certificates (issued and unissued) and reconcile par value of outstanding shares to appropriate general ledger control accounts?		
2.	If an institution has an outside transfer agent and/or registrar, did the internal auditor confirm activity and verify that shares were issued since the previous audit?		
3.	Does the internal auditor review capital changes?		
Divi	idends		
1.	Does the internal auditor verify computation of dividends paid and/or accrued on stock?		
2.	Does the internal auditor review the minutes of the board of directors' meetings to verify the propriety and accrual of the dividend payment?		
Info	ormation System Services		
1.	Does the internal auditor perform periodic audit procedures for significant automated applications to determine that workflow is processed accurately and is in conformity with operating manuals?		
2.	Does the internal auditor control or periodically review dormant accounts?		
3.	Does the internal auditor review unposted items?		

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Рау	ment System Risk		
1.	Does the internal auditor test the bank's self-assessment?		
2.	Does the internal auditor review the reasonableness of any de minimis cap?		
3.	Does the internal auditor ascertain compliance with established bank policy?		
Ass	et Management		
1.	Does the internal auditor test fee income and client reimbursement?		
2.	Does the internal auditor examine asset management client contracts?		
3.	Does the internal auditor check for compliance with applicable laws, regulations, and rul- ings?		
4.	Does the internal auditor ascertain adherence with established bank policies and proce- dures?		
Bra	nches		
1.	Has the internal auditor performed appropriate audit procedures in the branches during a reasonable audit cycle that are at least as comprehensive as those listed in the applicable areas above?		
Cor	Comments		

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