

# Sheshunoff™

Dear Valued Customer,

Thanks in part to the financial crisis, credit card and check fraud is on the rise. Checklists have been included in Section B4 to help your financial institution protect against and minimize losses that your financial institution and customers will suffer as a result of these crimes. Also, a new Red Flag Risk Assessment and Mitigation Worksheet has been added to Section C1 so that your institution will be prepared for the warning signs of identity theft. A sample of this worksheet is also provided to give an example of how the worksheet can be best utilized.

A strong and effective audit delivers reports that demonstrate value, and gives the financial institution an assurance of effective risk management, which can be very important in this tough economy. With this in mind, several audit questionnaires have been added to your manual to help your institution evaluate the quality of internal audit programs, assess whether external auditors meet independence requirements, and determine the financial institution's audit committee (or board) duties, responsibilities, and qualifications.

A new RESPA Compliance Checklist has been added to Section G1 that will help your organization audit itself for compliance with RESPA in a new level of detail. This tool includes checklists that are broken down by user for added efficiency.

In order to keep your manual up to date, file the enclosed update into your existing binder according to the included instructions.

Our goal is to make *Compliance Officer's Monitoring System* a vital part of monitoring your financial institution's compliance efforts. If you have any suggestions regarding this manual, please let us know! You can e-mail me directly at [julie.adams@sheshunoff.com](mailto:julie.adams@sheshunoff.com). You can also call our customer service representatives at 1-800-456-2340 or visit our website at [www.sheshunoff.com](http://www.sheshunoff.com) if you have any questions regarding any of our products.

Sincerely,

Julie D. Adams  
Editor