

INTERNAL AUDIT ROLE AND CONTRIBUTION IN THE FUTURE

FROM A BANKER'S POINT OF VIEW



GREETINGS!
FROM
jenius

PRESENTED BY:

MERISA DARWIS

OPERATIONS DIRECTOR - BANK BTPN

ROLE OF INTERNAL AUDIT



1

ASSESSMENT

The role of internal audit is to provide independent assurance that an organization's risk management, governance and internal control processes (GRC) are operating effectively. While doing so, internal audit could add value through consultancy function in helping the organization improve its overall GRC

2

CONSULTANCY



CHANGES IN BANKING TOWARD DIGITALLY-DRIVEN PROCESSES WAS ACCELERATED BY THE PANDEMIC



THEN..

TRADITIONAL BANKING

PAPER APPLICANT FORMS &
MANUAL TRANSACTION VOUCHERS



OVER THE COUNTER
PHYSICAL RELATIONSHIP



BRICK AND MORTAR
PHYSICAL PRESENCE = *TRUST*



MANUAL VERIFICATION OF
PHYSICAL PROOF OF EXISTENCE



FULLY VOICE-BASED SERVICE CALL CENTER
COMPLAINT IS PERSONAL, DIRECT TO BANK



.. NOW

DIGITAL BANKING



SELF SERVICE ELECTRONIC FORM
& ONLINE TRANSACTIONS



OVER THE AIR
CYBER RELATIONSHIP



EASY TO FIND IN CYBERSPACE
DIGITAL PRESENCE = *TRUST*



BIOMETRIC VERIFICATION
ONLINE IDENTITY CHECK



OMNI CHANNEL SERVICE
COMPLAINT MAY GO VIRAL IN CYBERSPACE



IN DIGITAL BANKING, ROLE OF INTERNAL AUDIT SHOULD REMAIN AS IS



THEN..

.. NOW

TRADITIONAL BANKING


DIGITAL BANKING

PAPER APPLICANT FORMS & MANUAL TRANSACTION VOUCHERS 


SELF SERVICE ELECTRONIC FORM & ONLINE TRANSACTIONS 

OVER THE COUNTER PHYSICAL RELATIONSHIP 


OVER THE AIR CYBER RELATIONSHIP 

BRICK AND MORTAR PHYSICAL PRESENCE = TRUST 

EASY TO FIND IN CYBERSPACE DIGITAL PRESENCE = TRUST 

MANUAL VERIFICATION OF PHYSICAL PROOF OF EXISTENCE 

BIOMETRIC VERIFICATION ONLINE IDENTITY CHECK 

FULLY VOICE-BASED SERVICE CALL CENTER COMPLAINT IS PERSONAL, DIRECT TO BANK 

OMNI CHANNEL SERVICE COMPLAINT MAY GO VIRAL IN CYBERSPACE 



ACCOUNT OPENING PROCESS THEN..



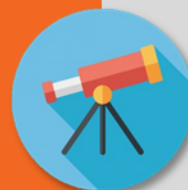
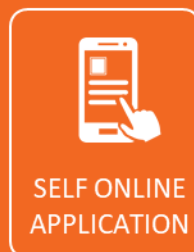
TYPICAL AUDIT METHOD:

1. PROCESS COMPLIANCE CHECK
2. PAPER-BASED EVIDENCE
3. INPUT ERROR
4. PEOPLE DISCIPLINE
5. INFRASTRUCTURE READINESS

WHILE AUDIT
ROLE REMAIN
RELEVANT IN
THE FAST
CHANGING
WORLD,
QUESTION
AROUND HOW
IT FUNCTIONS
LINGER



HOW ACCOUNT OPENING HAS CHANGED
& THE CHALLENGES POSED ON AUDIT METHOD



INTERNAL AUDIT SHOULD NOW PUT MORE FOCUS ON:

1. SYSTEM ACCURACY
2. DATA INTEGRITY & AVAILABILITY
3. TURN AROUND TIME
4. DATA-BASED EVIDENCE
5. LARGE VOLUME BASE
6. PROTECTION SYSTEM



..NOW

INTERNAL AUDIT SHOULD EVOLVE TO BRIDGE THE GAP & TO ADD VALUE THROUGH CONSULTING FUNCTION



SHIFT FOCUS TOWARDS:

FRAMEWORK DESIGN

SYSTEM PERFORMANCE

CUSTOMER EXPERIENCE



BUILD ADEQUATE CAPABILITY IN:

DIGITAL SAVVINESS

KNOWLEDGE IN DATA ANALYTICS

TECHNOLOGY ADVANCEMENT



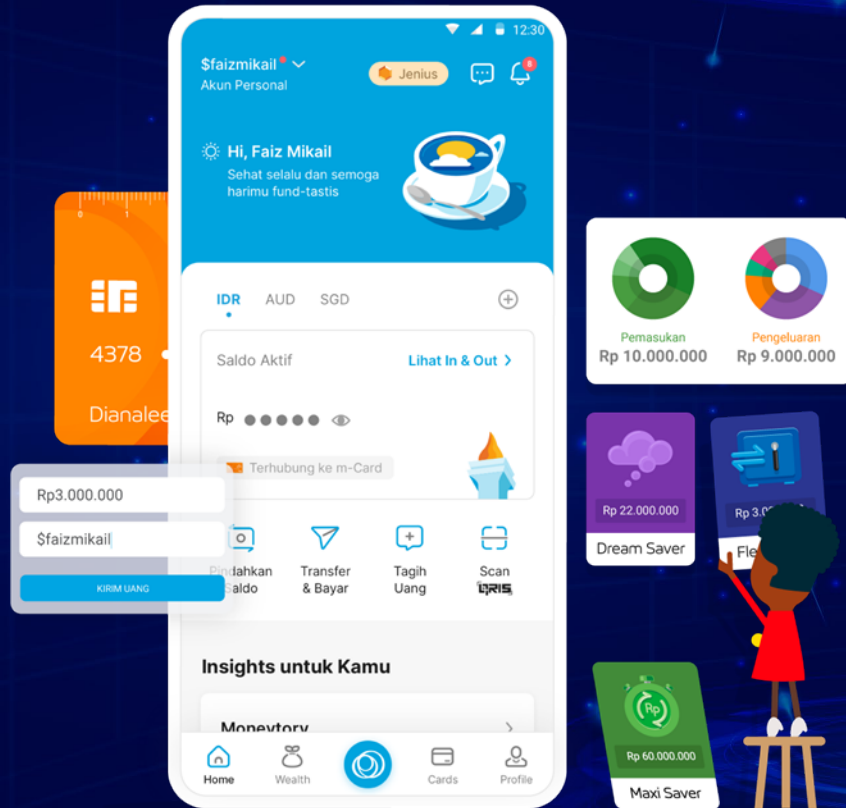
NURTURE STRATEGIC MINDSET:

MARKET SHIFT

BUSINESS STRATEGIC DIRECTION

OPERATING MODEL EVOLUTION





THANK YOU

PRESENTED BY:

MERISA DARWIS

OPERATIONS DIRECTOR – BANK BTPN