■ PIANAT.AI
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Dashboard Report

Comprehensive Analysis Report

Generated on: 2025-10-19 02:36:51

Control Name
here is a new control
testing control uploaded23
testing control uploaded2
testing control uploaded
best practicies5
safe guard5
Other
new control12345
new control1234
new control123
new control
Reconciliation
Reconciliation
test 1-10
1.1.4.d Mission, Vision, and Goals8
1.1.4.d Mission, Vision, and Goals5
1.1.4.d Mission, Vision, and Goals4
1.1.4.d Mission, Vision, and Goals3
1.1.4.d Mission, Vision, and Goals2
1.1.4.d Mission, Vision, and Goals test

Control Name
1.1.4.c test
Control 2
test 16-8
test 14-8
test 14-8
test 14-8
test 14-8
test 14-8
secuirty_test2
Security
1.1.3 People
5.2.5.k Log Collection
5.2.5.j Web application firewall (WAF)
5.2.5.i DNS security
5.2.5.h Privileged Access Management
5.2.5.g DDoS mitigation
5.2.5.f Multi-Factor Authentication
5.2.5.e Application Firewall
5.2.5.d Endpoint Detection and Response (EDR)
5.2.5.c Verbose Logging
5.1.4.f Onboarding/Off boarding
4.7.6.a Layer 2/3 Security
4.7.4.e Wireless Standards
4.2.5.b Data Disposal and Retention
4.1.4.a Onboarding/Off boarding
3.1 Incident Management 11111
1.4.5.e Phishing Awareness

Control Name
RCM Test
RCM Test
RCM Test
RCM Test
RCM Test
FFFFFFFFFF
Automated transaction monitoring system with alerts
Final
new test
testOrm
why
why
Automated transaction monitoring system with alert security
4.8.5.j Security Incident and Event Monitoring (SIEM)
4.8.5.h DNS security
4.8.5.g Device Fingerprinting
4.8.5.f Biometric Authentication
4.6.5.e Log Collection
4.4.5.h Email Encryption/Authentication
4.4.5.f Outbound Compliance Filtering
4.3.4.b Vulnerability Management Program
4.2.5.c Data Integrity Monitoring
2.3.5.a High Availability System
Manual reconciliation using the reports sent from the provider as no transactions done through our system
[redacted]
[redacted]
[redacted]

Control Name
[redacted] (Maker & Checker)
[redacted] + [redacted]
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[redacted] 45 [redacted] (31/3 - 30/6 - 30/9)
[redacted] 90 [redacted]
[redacted]
[redacted]
[redacted]
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s & Checkers [redacted]

Control Name
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a multinational brokergae firm that revisited all our insurnace polcies and identified the gaps and mitigated the risks
VPN activiated, alternative locations are ready
Verifying business confirmation on monthly regulatory reports .
processing in order to make sure that it meets all requirements then the transaction is processed on a maker / checker bases also they
ed approvals & having the core banking system updated with it, Trade unit proceed with the transaction on a maker / checker bases.
Updated product catalogue training / Inductions
undertaking from the customer and NDA from the company should be included in agreement

Control Name
raining plan is to be prepared and sent yearly to HR to have the training quarterly plan for team members
Trade is required to make a monthly proof on monthly bases
There is IT program and project management methodology process & Project review meetings
There is IT committee composed of executive, IT charter policy , IT org chart and job description
n mechanisms, such as passwords, tokens or digital signatures, for enforcing access rights according to the sensitivity and criticality of Ensure that all users (internal, external and temporary) and their activity on IT systems are identifiable.
The tests are carried out in compliance with the tests plan based on communication test plan
mented the sanction screening required data through SAS system which checked by the Operation Officer or Head Cash ling alerts, the business communicated with the branch for calling the customer for providing the support documents.
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repared by the provisions officer and checked by the provisions head, then approved by the CRO, BRC and BOD respectively.
s prepared by provisions officer and checked by the provisions head, then reviewed by the CRO, BRC and BOD respectively.
ery solutions- in order to restore some of PCs, laptops with in same time in order to calculate the time to determine all machines will tak
The corrective actions plan determined from previous tests is taken into account
e entity check the report with the limits & address the parties who missed reportation in cooperation with the cash management departm
make sure each opening account transaction the customer to fulfil all the required KYC data and to be signed by him.
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test all location manin and backup sites
Tax calculations are automated on Oracle system. arameters, it should be processed from the vendor and assessed from HR Information system manager and HR head of operations.
mmittee as per policy guidelines to ensure proper renewal in place enclosing business strategy TM/RAC, based on stress testing, perfo
Talent Review model is in place and being implemeneted
t members that insure the easy workflow of action being made, and are in continues update and following instruction being given by the
Sustainable finance policy as mandated by CBE.
ecks the environmental permit and the IFC checklist received via email from the credit risk, before approving financing the client.
on all type of documents should be verified & contains clear signatures with its powers, Limits & signatures numbers.
Signature circular are distributed to other banks and the I SCORE system is updated.
re about OEA bcp plane, their scope durining crisies mode,…etc in addtion provide us evidence of test plan , bcp test, contingance pla
Send form 2 to social insurance office on a yearly basis
re-visiting capacity plan and to be approved

Control Name
Reviewing international spend transactions on a customer level
he support contracts in place against planned SLA, define (outdates SLA, soon to outdate, unbudgeted by needed)
and send them to the cards operations to block and review mail confirmation that they have all been blocked with correct block code ac
Review the initiated product and ensure having stakeholders approvals
review selling scripts - Mistry shopping to branches - training sessions to bank staff on referral script s and meet the customer to investigate if the compnaint involved a bank staff. if not he's referred to the compnay directly to handle his c -customer is referred back to the insurance provider HO to raise his concerns
review RTS reasons and report to Business Planning Team to consider in payout calculation
Review compliance with all CBE Rules &Regulations, including the following : 1-Financing rules & regulations (CBE section 3&4)
he receiving documents from postal department to stakeholder in order to inform the related customer accordingly. Reconcile the existing documents with stakeholders on montly basis.
Regular security testing from external and internal to verify flaws are not accessible or used. he servers the users are log in through CITRIX and F5 is directing the login session to the available server as a load balancer . Servers are highly protected against external cyber attacks Some applications is accessed through Citrix by Internal users.
Regular review of Application Access Control via DB queries and screenshots
raise a legal action for all customers who met the legal dunning criteria.
Prepare capacity plan and to be approved
Physical access control " existing allowed access for all DC users& Role of each user "
all the used spreadsheets to include :• Input Control : reconciled with the source of data by a seniority level in the department. • Version Control: approved version of spreadsheets are used. alculation testing: the spreadsheet formulas to be tested and any changes to be approved from Finance side. • Protected spreadsheet
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Periodically review to all the used spreadsheets to include : • Input Control : reconciled with the source of data by a seniority level in the department. • Version Control: approved version of spreadsheets are used. alculation testing: the spreadsheet formulas to be tested and any changes to be approved from Finance side. • Protected spreadsheet

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Version Control: approved version of spreadsheets are used.
Ve matched our list with the regional managers, and coordinated it with all involved departments (legal, Admin, Consumer & recovery). A
Ops staff are kept updated with their roles & responsibilities.
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]: [redacted]

Control Name
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
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Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
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Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:

Control Name
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
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Control Name
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
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Control Name
Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:
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Control Name
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Ops officer should ensure the below; 1- Checking the ATM machine if there is any device is installed for skimming [redacted]:

Control Name

Ops officer should ensure the below;
1- Checking the ATM machine if there is any device is installed for skimming

[redacted]:
[redacted]

Ops officer should ensure the below;
1- Checking the ATM machine if there is any device is installed for skimming

[redacted]:
[redacted]

Ops officer ensure the below:
1- The physical custody is matched with the register and the extracted reports for all the branch custody.
h designation
[redacted]:
[redacted]

Ops officer ensure the below:
1- The physical custody is matched with the register and the extracted reports for all the branch custody.
h designation
[redacted]:
[redacted]

Ops officer ensure the below:
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Ops officer ensure the below: 1- The physical custody is matched with the register and the extracted reports for all the branch custody. h designation [redacted]: [redacted]

Control Name

Ops officer ensure the below:
1- The physical custody is matched with the register and the extracted reports for all the branch custody.
h designation
[redacted]:
[redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Ops officer ensure that the branch security update the branch security register with the below:
1- Alarm system / ATM machine
1- [redacted]

Control Name
Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
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Control Name
Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
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Control Name
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Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
Ops officer ensure that the branch security update the branch security register with the below: 1- Alarm system / ATM machine 1- [redacted]
Ops officer and SPB review the safe lockers register to ensure applying the P&P and deducting the fees [redacted]
Ops officer and SPB review the safe lockers register to ensure applying the P&P and deducting the fees [redacted]
Ops officer and SPB review the safe lockers register to ensure applying the P&P and deducting the fees [redacted]
Ops officer and SPB review the safe lockers register to ensure applying the P&P and deducting the fees [redacted]
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Control Name
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Ongoing review CBE, FRA websites and other regulatory bodies to ensure receiving all regulations
New structure of file server ensure that the access rights are modified by business owner FIM (file integrity monitoring) monitoring of the new shared folders post fact. Old file server is out of information security scope for review or monitoring. IT responsibility to migrate the old shared folder to the new structure.
emented , (APT) is a well-resourced adversary engaged in sophisticated malicious cyber activity that is targeted and aimed at prolonge Threat Intelligence platform that is integrated with all security gateways to prevent malicious actors.
irculations then ensure communication with all related teams . [redacted]
eing conducted to the executed transfers to taxes, health insurance and labor office to ensure the correctness and no delay
nce visits and inspections made by contractors while coordinating with both the Security department and Branch manager with the P&E.
ppetite limits by provisions officer and checked by provisions head , in case of breaches detected, the breaches are reported to ALCO.
ficer and checked by the provisions head to ensure that all figures are within the accepted threshold, in case of breaches detected, the
ents.
Manual review and monitor for firewall configuration changes. y and report on risk including compliance to initiate corrective action and meet business regulatory requirements
lace however Process is not properly enforced Patch management KRI will be added to the process, to highlight the critical and high vu
hat will insure the presence of all necessary documents that are sent and/or received between P&E and any other department or Servic
ches to be a reference to all employees in the P&E department to maintain the same look and feel for renovated and constructed premi
Maker / checker from business Side maker review the case and the price

Control Name
make sure to distribute masks, or washable Masks ,sanitizers, and gloves
& backup sites are using different sources of power & communications & the distance is about more than 35 KM.
List of Users who can implement changes to the production environment indicate the User ID, name and designation of the User
Keeping official manual receipts of the vendor & the branches & the related emails. e existing with him in ADIB premises, but posting the amount on the system to avoid the cash insurance risks.Signing the export receip ck the cash balance existing in ADIB premises with the vendor's officer for several times all over the day long.
reviewed on Bi- annual basis by IT team and its already auto renewed ,unless there is change need to be updated IT Process – auto renewed without expiry date , unless there is change need to be updated risk, compliance and Audit team can raise flag to update any IT SOP, accordingly proposed change will be assessed.
Integrate and Monitor Application Logs with SIEM Manual review of application audit logs reports done by IAM team for non-Integrated services.
to aprove deducting from cost center, appraisal fees invoices to be delivered from mortgage support sales cordinators to product team
initiation and updated the liabilities procedures
update starts in Q3 of each year and is communicated to the policy stakeholder by Q4 of the year with summary of changes when appl Follow up with the policy committee to avoid the delay KPIs to measure the effectiveness of the policies will be part of the updated Information security policies
an for the program ,Conduct regular information security training for employees and stakeholders. The budget allocated from Informatio Information Security KPIs have been developed Face to face information security workshops, induction to new hires usiness users awareness against live forms of phishing trends and other social engineering methods , beside customized short courses
Implement DAM Database activity monitoring solution to monitor all bank DBs
IAM team is controlling the process by ing that the proper approval by division/department head are obtained on ITSM system before providing approval 2- New Joiners announcement provide from HR side
gister from relevant stakeholders via emails and the register is included in the payroll payments on Oracle system and validated by HR s
of resigned employees and reviewed by HR staff payment governmental relations Manager on Oracle system to ensure accurate final p
s communicated from disciplinary committee secretary on Oracle system and being reviewed by HR staff payment governmental relatio
lace and managed by HR team with regular update from Senior HR Business Partner, Human Resources and IT Heads
ts are uploaded on Taleo after obtaining all the required approvals and signing the offer from Head of HR or his designee
lighting any pending issue from either of the related parties on spot & providing the required recommendation
ealth Insurance exemption process is done on annual basis by and delivered to the concerned authorities

Control Name
Head Of product approval before circulating to front liners to launch any new product/program/scheme . Risk approval before the launch
anisation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs de operations review the final approved sheet received from com and ben
anisation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs de operations review the final approved sheet received from com and ben
Having job description for the existing staff and new hiring
Get backup schedule and restore frequency of below services • PHX • FP • G12 • IBS • SWIFT • SUNGARD • BO • TRADWINDS
Generate regular report from TW Close all expired LCs & LGs in case there is no pending action on it like: - Business consent - Legal advise - Customer consent - Limit issue - Pending Documents - Etc …
ccur on each of the new location, making sure of the Legibility and authorization levels of the contractual documents to avoid any possib
full job descriptions and defined roles and responsibilities are made and regularly revises for P&E staff
For Out-dated Core Banking Platform/Limited Supplier (ITS) controls as below : 1. Escrow agreement in place - 2. Highly skilled ITS calibers are hired/retained en issues to get the max. support possible "we got letter from the vendor (ITS) to ensure that the application will be supported for next 5
For Head office projects, Working on making a yearly plan. nd in before the beginning of every new year and determine the number of branches required to open and also to obtain the necessary
Extract list of terminated users and valdiate related actions
Extract list of services incidnets and check process complaince
Extract list of requests and valdiate related approvals
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Evacuation plan tested successfully and BCP implemented successfully several times [redacted]

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Control Name
Escrow agreement in place to be renew anually
ensuring testing quarterly to ensure efficiancy of CSU plan
Ensure that our signatures record are matched with the received circulars and up to date.
Ensure that all eligible customers are getting charged with the monthly statement fees
ct account # & name with the requested number of leafs. - Keeping the checks in fire proof cabinets to avoid financial losses. - Unit
concerned staff , are compliance and AML Trained , also ensure training is provided frequently and not only once to ensure awareness
Ensure proper follow up from MIS Head to submit reports on a timely manner.
tested successfully implemented successfully & that there is a current Continuity of Business (COB) Plan which obeys corporate standa
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procedures/Policies are updated and approved All functions are communicated by the agreed SLA
Ensure all policies and processes are updated, reviewed and approved periodically.
Ensure that all processes in place and properly communicated. - Ensure properly approved and communicated SLA between concerned departments.
s sheets are checked by HR staff payment and governmental relations Manager on Oracle system for new joiners/ existing staff based
Employee File Management Process is in place and being applied
Duties are segregated
erent providers.
eadness
p a detailed outline of the department manual, including policies, procedures, processes, and related documents
Develop IT strategy or IT plan (3-5 years) that is formally approved at an appropriate level
Department head ensures the below is in place to ensure efficient handling for assigned responsibilities: ion should be in place for all staff members to ensure their awareness & accountability for their roles & responsibilities.
ment head ensures proper segregation of duties & independency of functions to ensure preventing fraud/losses.
Department head assigns maker and checker on setup in order to ensure accurate Setup. compliance to ensure proper escalation of any breaches if any; worth noting that treasury and trade perform pre-booking testing of hurd

Control Name
Daily follow up from Regional Ops team with branches until closing all the findings .
s (Signed contracts & Cheques) are safe kept under dual custody by Consumer Operations ensuring full seggregation of duties
ta base are feed with SME CP criteria to ensure that all approved cases through the system are matching with it CRM reported figures should be matching with CBS to ensure that all approvals are lodged on CRM
f directors whenever needed and followed by all stakeholders; department heads along with maker & checker to ensure full compliance
Credit due diligence should be performed and in line with policy requirements: 1. Validate all components of the credit approval package were completed as appropriate.
s replacement) reviews bank's portal to verify sharing all new / updated laws and regulations with all staff members and review regulato
agement to know a yearly plan and the expansion plan for the upcoming years to set a proper capacity plan for the department and diffe
contingency plan are performed
t crisis mangment team in order to make sure that all contact updated in addtion send awareness to crisis team
consolidate all the received CBE circulars to ensure implementation
ll tree test for coordinator and backup coordinator in addition send confirmation email to Seniors regarding call tree
conducct annual BCP test in order to test backup data center
Complaints escalation matrix is in place and effective
g end of each month cash deposits after deducting withdrawals versus cash volume exported to CBE & other banks
Collections system access is restricted and approved based on the role of the employee.
y client in the e-mail and fax/MIFT Indemnity.Clients' inquries reieved by phone , must be recived by the pre designated person which
Clear designations are in place to segregate duties maintained within the unit
Clear designations are in place to segregate duties maintained within the unit
circulation performed to front liners with approved criteria after head of product approval
t in place and prepared by the department to consolidate all the received CBE circulars to ensure implementation.
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checking card offer applied after issuance
checking & monitoring for the manually process that is performed by business and branches
Check with BCP the evacuation plan for call center
Check RPO/RTO for SPOF of critical Services at the DR test "if any"
CBE limit reviewed on daily basis
d related circulars should by distributed to all concerned staff to ensure that Credit approvals are done in accordance to them
updated with actual figures of last month and reviewed by collections Head to access capacity for each team to decide moves and wor
Capacity plan should be prepared taking into consideration staff annual leaves unication , guidance & training to all concerned staff members , as to have the required knowledge to meet performance standards
s sales assumptions taking into consideration annual leaves / approved P&P is circulated to all staff to ensure proper data is communica
equired knowledge to stand of their required performance standards . [redacted]
al leaves / approved P&P is circulated to all staff to ensure proper data is communicated / training and guiding staff by passing the requ
al leaves / approved P&P is circulated to all staff to ensure proper data is communicated / training and guiding staff by passing the requ
fo security approval for going live or else many business functions will be blocked such as access management and ISG will be raised tion security approval is a must for all projects before going live when rectifying information security requirements
Maintain a business continuity plan in coordination with BCM dep. And to be renewed and tested on a timely basis
d Maintain a business continuity plan in coordination with BCM dep. And to be renewed and tested an timely basis
suance or amendment, upon receiving the details from the concerned department via email until centralizing the function under Operati
Branch Manager/ Operation Officer to ensure the following : 1. All offices are clear and free from any documents / forms and customer requests. [redacted]: • [redacted]

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sure that the related rules covering the transaction is stated in the Trade instrument & to be limited within its rulings that comply with prin
ker make sure that the transaction related commissions is correctly applied / collected otherwise the deferral approvals was obtained
ake sure that the trade instrument is issued in line with the approved tenor as per approval received after being updated on the cor bank
e sure that the approved trade template (which contain all the mandatory fields) is being used otherwise the related approvals was obta
Both the maker & the checker make sure that shipping documents are correctly / timely negotiated
Both the maker & the checker make sure that shipping documents are timely delivered to the customer
Both the maker & the checker make sure that payments are effected in line of the trade instrument
Both the maker & the checker make sure that payments are correctly / timely effected on related due date

Control Name
the maker & the checker make sure that export proceeds are correctly / timely credited to customer account.
Both the maker & the checker make sure that any trade documents examined in line of its applicable rules
BBB insurance policy in place to cover fraud risk & computer crime and professional indemnity
Based on the ASSET inventory related to ADIB core banking services((database, OS, HW,SW) patching, specs to ensure the delivery of the expected performance and service , else define the outdated or soon to outdate, missing p 2. Ensure to comply with baselines Discover the Outdated Asset
ATM depend on the physical security monitoring.
hard copy of the report. Matching BO report out put with the data.Confirm report delivery as per no reminders from CBE
Approved designations should be in place . Proper segregation of duties & independency of functions should be adhered to.
Any claim should be reported to insurance provider with documents and ensure payment on time
Annual training plan is maintained to enroll the mandatory trainings to all staff
Annual reviews are usually conducted for all credit names that have approved credit facilities an integral part of the portfolio review/analysis in order to ensure that all requirements are in place ,and any material changes to credit fa File requirements may include some of the following items as appropriate: 1) Verify that business strategy, target market and customer segment are identified.
Annual DR Test 8. Ensure availability of support contracts and appropriate SLAs
nnual Assessment of Departments roles and repobonsiblities to align with the Risk Governance Framework.
ses according to the related trigger and handing over the case/cases to Remedial Team on earlier stage on best effort basis.
lated to the transactions & regular report with customer's transaction amount is being sent to AML team to for reviewing the transaction Restriction of Accounts for clients with aged alerts
All users requests form presented in accordance to maker/checker basis and normal approval cycle
All telesales calls are recorded Monthly quality check by telesales head & Team leaders is conducted on the recorded calls
all sales staff shall sign ADIB Code of conduct d coordinators) to be deactivated unless permission is adequate matching business need and role; external communication is to be det
All reversal transactions should be performed after obtaining proper approvals .
LA between concernd departments are in place and properly communicated by department heads to ensure proper handling for busine
and contracts are reviewed by Compliance unit and signoff is obtained prior to implementing to ensure CBE compliant - staff awareness , induction training, field visits, customers' and staff feedback
nsaction not drawn down in that time frame, the facilities/transaction must be re-approved by the original level. Credit Admin and EW Of

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thorized Signatories that added to the Signature Booklet have to be approved by the approved Matrix as per Policy.
All job descriptions are reviewed annualy and updated with HR
e reviwed by the Department Manager & approved by Head Of Department before sending to the Payable Departments.
All DSU users' access permissions on the system (s) is inquiry only. Users' access permissions are to be reviewed Semiannually.
d manually either during the on-boarding process, before opening the account or during the lifecycle of the customer's relationship.
viewed by SME Risk head at least annually to ensure the correct use and eligibility of the credit officer
ce every 12 months to ensure that all file requirements are in place, and any material changes to credit facilities have been identified ar File requirements may include some of the following items as appropriate for the unit: 1. Current financials.
Alco approval on applied rate whenever there is a change in margin
Adherence to the staff gifts process
abid to all CBE circulations received from compliance e.g coridor rate change, DBR,ect
n then send to fulfillment team to proceed with excel sheet to proceed with account opening request through AMC team and once don
9. Latest financials are obtained & analyzed.
9. Extended credit facilities should be sharia compliant.
re that the obligors in the program meet the credit program requirements
8. Review of all obligors with ORRs 7 - 9 excluding PS names ensuring sufficient triggers and follow-up. he above is done by Risk department periodically ensuring sufficient monitoring and proper decision making.
8. Group facilities are aggregated
cumented when customer calls are conducted and objectively address credit risk issues (should strictly comply with the policy).
8) The Risk Rating process is identified and its approval status.
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7. Review the segment (whether public sector, private, etc…) .
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ed on the current economic situation ex: Foreign currency, Energy, interest expense. worth mentioning that impact is quantified in terms
7) An annual review date is specified.
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6-X-Boarder ,Concentration Limits , Country limits,.. teholders operating as per the approved credit policy periodically and on case by case to ensure proper adherence to CBE regulations.
6. Shredding of all unused or unneeded documents.
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6. Senior calls are done as per policy including SCOs, Cos in addition to CRO
6. Officer performing the SV is independent from the officer conducting the call back. • Account must be reviewed if transfer has been executed before • Request must be marked with avoid duplication stamp/marking send originals that have avoid duplication stamps/marking directly to CSU without taking any action from their side. Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/marking pprovals from CSU is mandatory by branch before executing any transfer related to /csu handled companies he original receipts to be escelated (if any) •CSU manager to stop dealing with any MIFT once receiving any changes in the company from the AOU. •CSU manager are checking frequantly the call log system & reporting any missing call to IT.
6. Ensure that repayment schedule and pricing are as per the credit approval.

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cklist for essential docs that must be included in the file are signed by both of risk analyst and senior underwriter

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5-Collateral & support considerations,.. .

Control Name
of legal and WBH and CRH where all high risk and loss making names are discussed extensivley name by name to agree on the ORF
5. obtaining the employee signature on the renewal
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. Infrastructure access is meticulously managed by utilizing jump servers that require Tier model accounts.
ure that full support provisions, where they exist, follow the guidelines articulated in the Documentation section.
5. Call back conducted prior to transaction execution or check predefined list of beneficiaries.
nager to ensure that Customers are contacted by PBR/ RM and follow up results are being proved in an excel sheet. [redacted]
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dit Maintenance “Customer Files and Credit File Maintenance” should be completed as per program guidelines
5- Remittance department verifies the signature /initials of designated staff.
5- Registeration sheet for Secured Paper for LGs
5- Ensure that all process/procedures approved by shariaa
5 any wrong entry are amended on maker checker basis
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e decisions will be communicated to the grievances and follow up to the take the necessary actions as per the decisions.
4. Signature is verified by two ADIB staff according to signature verification limits/thresholds.
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h all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason
h all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason
h all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason
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Control Name
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ntration limits should be in place and adhered to, and that any deviation in portfolio hurdles is raised to senior management.
4. Monitoring sheet for all applications out of Business solution support.
4. Embed Information Security controls within Business processes.
venants for term facilities/revolvers, where applicable, are tracked regularly as per policy and that they are confirmed by the Risk Analys
4. Communication is being sent to the concerned line manager months prior the contract renewal
4. All fireproof cabinets and all staff drawers are closed and locked. [redacted]
4. All fireproof cabinets and all staff drawers are closed and locked. [redacted]
4. All fireproof cabinets and all staff drawers are closed and locked. [redacted]
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servers, particularly within the Active Directory structure, is channeled through dedicated Privilege Access Workstations (PAWs).
4) Tighten the EW monitoring process.
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capacity building model has to be presented to ensure meeting the top management strategy for SME growth
4) All original collaterals/financing docs are saved at the documentation team
4- Single Obligor , Related parties & shareholders guidelines
4- Enrich the control environment via enhancing the soft and hard controls
4- Changes/updates of procedures are cascaded to all stakeholders and published on ADIB portal
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4- Authorized access to the floor using access cards to allow only authorized staff
4 all transactions proccsed by maker are approved by checker
4- All supporting Docs & approvals are in place before execution.
4- All instructions must be approved for processing by the designated persons to approve.
Business - Admin - Premises addition to any other department that may affect the new location progress
andle pending transactions not proceesed by system due to inward issue.
3-Credit Checking requirements as per CBE &Policy guidelines .

Control Name
3. The employee should not join the training if the commitment letter was not signed
cialized privileged accounts, distinct from regular user accounts, are employed to mitigate unauthorized access.
3. Send email to employees with their apparisals
3. Sanction list is screened from AML to the new vendor
3. Ops officer branch manager ensure the customer request is in place. [redacted]
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3. Ongoing meeting with all stakeholders to ensure applying the roles as per the timelines.
3. Monitoring the approved projects budget as per the planned budget
Investigation will be conducted to the submitted cases and to be verified prior submitting to the committee.
ntioned in the MIFT.The signature(s) on the instruction match one or more of the signature(s) that has been maintained on the core ban
iews results are reviewed, analyzed and included in monthly report on attrition and communicated with management
3. ensure that target market exceptions are properly approved.
iewed & actively linked to risk management and portfolio decisions, whereby the Risk Ratings are to be reviewed whenever there is a m
3. Define documented reporting sources, owners for the IS risks.
3. Communication is being sent to the concerned line manager month prior the end of the probation date
roviders after each project to build up a database to be useful when recommending for new projects, where specification for all used ma
ntaining all the CBE circulars to ensure abiding to all CBE regualtions which are published on the portal by Compliance
3. Branches are requested to check the serials of each requested checkbook before applying on system
nch manager to ensure that Pop up message is added to the customer account in case balance is insufficient. [redacted]
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nch manager to ensure that Pop up message is added to the customer account in case balance is insufficient. [redacted]
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3. Apply penalties on service providers in case of any delay
3. All Simplex machines are closed. • [redacted]
3. All Simplex machines are closed. • [redacted]
3. All Simplex machines are closed. • [redacted]

Control Name
3. All Simplex machines are closed. • [redacted]
3. All Simplex machines are closed. • [redacted]
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3. All Simplex machines are closed. • [redacted]
o SLA conditions and reporting any violations to Senior Management & the proper Management line in order to take needed actions.
3)on going communication / discssion with business team to discuss and highlight any negative issues.
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Plan, to ensure Capacity meet business requirements. previous detailed pipeline report is a must to be rebuilt again for better monitorin
3) Automation and use of smart solution for developed workflows and applications

Control Name
3) Analyze and take the necessary action.
3) All the content including any original approvals are scanned and saved on CRM/risk folder
3- Weekly Escalation of the pending Alerts / Ageing Report.
3- The designated staff verified the customer signature 3-(■■■■ ■■■■■■ ■■■■-■■■■■ ■■■■■■■■....■■■) ■■■■■■ ■■■■■ ■■■■■■ ■■■ ■■■■■■
3- The designated staff verified the customer signature 3-(■■■■ ■■■■■■ ■■■■-■■■■■ ■■■■■■■■....■■■) ■■■■■■ ■■■■■ ■■■■■■ ■■■ ■■■■■■
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e are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases. [redacted]
e are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases. [redacted]
e are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases. [redacted]

Control Name
e are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases. [redacted]
3- Quarterly ECL provision memo is approved by CRO.
identify the common fraudulent issues to share it with credit and EW Team to consider such issues in the due diligent and customer m
3- password already granted to the authorized persons to enter the restricted area
3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P [redacted]
3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P [redacted]
3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P [redacted]
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Control Name
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3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P [redacted]
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Control Name
3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P [redacted]
3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P [redacted]
Keeping the AWB with the daily patch to ensure receiving the printed checkbooks to the concerned branches.
staff resignation or internal move, unit head sends a mail to the USER ACCESS GROUP to disable their access rights.
3- Fire proof cabinets
3- Cameras are covering the ATM Area / Operation areas.
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3- Branch to keep a copy of the issued check in box file for easy reference. 3. [redacted]
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3- Branch to keep a copy of the issued check in box file for easy reference. 3. [redacted]
3- Another alternatives in place For LCY; ACH and RTGS

Control Name
3- All job descriptions are reviewed with HR & semi annualy.
ust have sv and Fax indemnity signed (if exists)/designated messenger or any other control required by MIFT policy stamps.
3- All gifts must be kept at fireproof cabinet under dual custody. [redacted]-3
3- All gifts must be kept at fireproof cabinet under dual custody. [redacted]-3
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rring the following up process getting the task done to the legal and administration departments for rapider actions
sical verification should include independent member other than the custodian for implementing the control properly.
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2-Prepare the Score Card for the site from all stakeholders.
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
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2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
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2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]
2-Checks to be printed with the correct serial. 2. [redacted]

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24x7 Monitoring Weekly report sent to department head Implement Data Leakage Prevention (DLP) Measures
2. Turnover ratios monitored by department and reported to senior management
2. TNA plan is being prepared by Training team for implementation.
osal is being approved from the segment head (above 100k) then head of marketing and head of consumer banking
e invoices prior submitting to finance to ensure obtaining all the approvals and they were approved and signed based on the delegation
2. Sending the proofing results to Finance for verficiation and communicate to HR for any discrepancy
ned by two department representatives 3- Validation on the reconciliation Vs previous inventory checks and logs done by a Unit Superv
. Review the branch security register to ensure the branch security check the ATM after the working hours [redacted]
. Review the branch security register to ensure the branch security check the ATM after the working hours [redacted]
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. Review the branch security register to ensure the branch security check the ATM after the working hours [redacted]
. Review the branch security register to ensure the branch security check the ATM after the working hours [redacted]
2. Review all SLAs every year with all stakholders.
2. Returned checks fees is deducted from the customer account subject to balance sufficiency. [redacted] .
2. Returned checks fees is deducted from the customer account subject to balance sufficiency. [redacted] .
2. Returned checks fees is deducted from the customer account subject to balance sufficiency. [redacted] .
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2. Returned checks fees is deducted from the customer account subject to balance sufficiency. [redacted] .
2. Reference check is made from HR Risk & Governance
rterly portfolio report is raised to Risk Committee and Audit Committee for review and breaches' approval, if any.
2. Quarter review to the granted access to HR staff
2. Preapproved budget for any exceptional project was not included in the yearly budget
odic reporting to the management of the existing and identified risks as well as the progress of their action plan.
officer branch manager ensure keeping the hold mail for 1 month then to the customer on the registered address. [redacted]
officer branch manager ensure keeping the hold mail for 1 month then to the customer on the registered address. [redacted]
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ovals from the stakeholders on all artworks and customer communication material prior launching any new campaign / product
2. Monthly check to the database for the probation period date and contract renewal date
2. Matching the confirmation emails with the requests sent through the system from the branches side.
2. Kick off meeting is held in the begining of each project to define the timeline for all stakeholders.
2. Key register is in place to monitor the keys movement.
2. Include penalties when possible to compensate vendor delays or poor quality.
2. if having ex-employee case, obtain the required approvals
ead ensure posting the vanacy on the portal prior external hiring and there is no quialified candidates were applied
2. Highlight delayed items throught the project time schedule.
2. Escalation to be done for the delay in receiving the forms
alation is being done if the commitment not received within 3 business days after sending the commitment letter.
at ORR follows the correct module as per Risk Rating section for all new obligors and that Risk Ratings are reviewed whenever there is

Control Name
Ensure getting branch manager / operation officer as acting BM approval prior issuing the check book request [redacted]
Ensure getting branch manager / operation officer as acting BM approval prior issuing the check book request [redacted]
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Ensure getting branch manager / operation officer as acting BM approval prior issuing the check book request [redacted]
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Control Name
nsure getting branch manager / operation officer as acting BM approval prior issuing the check book request [redacted]
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nsure getting branch manager / operation officer as acting BM approval prior issuing the check book request [redacted]
2. Coordination with all stakeholders in designing the branch with the approved guidelines

Control Name
2. Confirmations are being sent to the related committee secretary for implementation
2. Components Clustering (i.e. Dual Servers).
ents' Instructions was sent from the authorized email address as defined by client in the fax /MIFT indementy.
anch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation. tion. [redacted]
anch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation. tion. [redacted]
anch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation. tion. [redacted]
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Control Name
anch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation. tion. [redacted]
relative case to be submitted to concerned committee for clearance, then to be presented to CEO for approvals
l the submitted cases to be logged in a sheet which is being reviewed to ensure logging all the received cases
2. All the required docs are attached with the invoice along with the PO (original if received from vendor)
s and Laptops are closed before leaving offices or locked in case leaving office temporarily during working hours. [redacted]
s and Laptops are closed before leaving offices or locked in case leaving office temporarily during working hours. [redacted]
s and Laptops are closed before leaving offices or locked in case leaving office temporarily during working hours. [redacted]
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2. Active Directory (AD) Tier model is strictly enforced to regulate access levels.
2) Track and update Business, Underwriting and EW calls.
2) Throughput conditions are monitored by early warning officer on monthly basis.
2) Throughput conditions are monitored by early warning officer on monthly basis.
2) Pre-Screening & Customer Selection Criteria.
, guidance & training to all concerned staff members , so as to have required knowledge to stand of their required performance standar
2) Any withdrawal or return of file is monitored through a log managed by CAD team.
esentative is registering the received serial on Excel sheet for further reference and to be able to track the checks serial.
2- Update the signature card register with the received signature cards from customer service. 2. [redacted]
2- Update the signature card register with the received signature cards from customer service. 2. [redacted]
2- Update the signature card register with the received signature cards from customer service. 2. [redacted]
2- Update the signature card register with the received signature cards from customer service. 2. [redacted]
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2- Update the signature card register with the received signature cards from customer service. 2. [redacted]
2- The custodian signed on the registers. 2- [redacted]
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Control Name
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2- Swift DR Site also in place as a 2nd backup plan.
ecks from the checks departments Employees to insure that all markes are available as per the bank requirements.
2- Set succussion plan and program.
2- Review all accesses rights with the access matrix as per the delegation access Matrix).
2- Quarterly physical count
Perform site visits to customers' work premises to cover any queries/ question raised by Credit/ EW Team
e related GL on a daily basis to ensure that the transactions are balanced and there is no outstanding amount more than 15 days. [redacted] 15 [redacted]
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l inward remittance report from finical system to make sure that inward remittance are processed succusfuly
2- Job descriptions in place to ensure segregation of duties is clearly documented and implemented
2- IFRS9 IT reports to be reviewed by CAD and TBO.
2- Head teller ensure that the day is closed balanced for the teller(GL against physical cash) [redacted]
2- Head teller ensure that the day is closed balanced for the teller(GL against physical cash) [redacted]
2- Head teller ensure that the day is closed balanced for the teller(GL against physical cash) [redacted]
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2- Head teller ensure that the day is closed balanced for the teller(GL against physical cash) [redacted]
w to ACH booking reports to ensure that all tarnsactions received are posted correctly & EOD Balancing to ACH GL.
2- Ensure that the signatures are removed from the signature booklet & the I score system.
2- Ensure that no device is installed on the ATM 2- [redacted]
2- Ensure that no device is installed on the ATM 2- [redacted]
2- Ensure that no device is installed on the ATM 2- [redacted]
2- Ensure that no device is installed on the ATM 2- [redacted]
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2- Ensure that no device is installed on the ATM 2- [redacted]
nces rejects any instructions received from any department, entity (external or internal) other than the approved sources.
through the delegated representative to be controlled by reciving a confirmation email from the Branch Manager or the delegated staff.
2- Daily review for the access rights from Daily user activity report.
2- Customer's photo should have the customer's account number on the back of the photo.
n independent staff in Remittance to ensure all instruction received are processed (one person is assigned to distribute all transactions
2- Clear workflow in place detailing all steps and actions requirements
2- Checklist in place contains the report names with their frequency.
2- Checklist in place contains the report names with their frequency.
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2- Checklist in place contains the report names with their frequency.
rtment with the updated authorized signatures to be uploaded quarterly or when needed on our ADIB's Portal to avoid any Fraud Cases

Control Name
2- Canceling the non used checks by the vendor in attendance of the department head.
2- Branch visits/ Trainings to ensure proper Alerts handling.
ger log any new process in excel sheet and ask the branch staff to sign to ensure reading and understanding the process.
ger log any new process in excel sheet and ask the branch staff to sign to ensure reading and understanding the process.
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Control Name
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2- Any changes to the procedures are dually approved and communicated to related stakeholders.
2- All functions are communicated by the agreed SLA
2- All functions are communicated by the agreed SLA
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2- All functions are communicated by the agreed SLA
2- Adhere to IFRS9 governance Memo instructions in calculating ECL provisions.
ghts are managed and reviewed on quarterly basis by the ICD to ensure compliant to bank's policies and procedures
2- segregation of duties is clearly documented and implemented to ensure independency of functions.
2- segregation of duties is clearly documented and implemented to ensure indecency of functions
2- Acquisition finance , Real estate , Brokerage Finance ,... ETC
[redacted] 3- [redacted]
1-Review the quarterly profile check report and evidence for action taken.
nonthly and snap checking to the Inventory to ensure that the stock is balanced through the serial number of the checks.
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1-Issued drafts must be signed by 2 authorized signers before deliver to the customers. 1. [redacted]
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1-Initial evaluation for the potential site and prepare report including all the technical issues.
1-HR to notify the depatment by all the resigned/ transferred staff.
anaged to ensure compliance to the Bank's policies & Procedures , no access to be taken without an approval from the Head.
term been added to the contractor contract adding the responsibility of getting the basic utilities licenses to his scope of work

Control Name
y reprinting report is printed by the vendor and reviwed by the department head and attached with the daily batch.
14- Group facilities should be aggregated
13. proper credit checking in place
13) Score sheet must be validated and secured in the CRM.
12. No signs of weakness that mandates classification.
starting from midyear interim financials are required to be studied, and next year's financials are requested with a target date that freeze
11) Clean-up/Throughput Requirements is in place.
10. Ca conditions, covenants, triggers are being monitored and there is an evidence for this tracking.
ble to ensure CAs are approved as required, based on Deviation and exposure level of approval prior to setting the limits on system.
1.Obtaining the appropriate approvals prior granting any access to staff.
e that all changes followed the process either by CAB meetings or ECAB process " define workflow of each type" l the issues that may occurred after mega changes, and to collect all lesson learned, that can be taken as reference for similar change 3- Rollback action plan added as part from changes d to handle mega changes and project changes that required details discussion and actions "if needed and upon recommendation from t , is being used as model to support production deployment after implementation, to make sure to record all related fix's , that handled a
1.Assess Technical limitation for ADIB assets(DB, HW, SW, Application...) 2. Information security perform security assessment for all ADIB assets. 3. Security assessment test before go-live for any project 4. Security approval for any production deployment through the Change advisory board meeting
1.Assess ADIB Network architecture and application to identify the SPOF and limitation in license. 2. Monitoring for devices utilization and performance 3.Review the Backup and restoration testing for the critical Services
All new hires have to answer the relatives question in the application form and sign the relatives declaration
dgeting for bank premises projects , maintenance and cleaning OPEX and CAPEX requirments and sent for approval
1. Verifying the signtures by two designated staff. 2. Matching the signatures as per the signatures uploaded on the system.
NA preparation is being finalized from business partners with sector heads and obtain the required approvals.
1. The invoices are being processed thru maker / checker and approved from the unit head.
1. The committees decisions are being communicated to the concerned in HR for implmentations

Control Name
1. System prevents updating the ID# for the ex-employees in creating new joiners
1. Staff Satisfaction Survey, Results analysis to be communicated to sector heads
M review the customer statement to ensure there is no returned chks for the customer prior issuing the checkbook
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Control Name
M review the customer statement to ensure there is no returned chks for the customer prior issuing the checkbook [redacted]
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tween all stakeholders for the direct orders to ensure getting the required approvals along with the approved budget.
e with all stakeholders (IT, Administration, Security, Marketing and Finance) and sectors (Quality Assurance and Maintenance)
1. Reviewing all contracts to ensure signing appropriate SLAs.
1. Review periodical logs for system administrator activities. 2. An email security gateway is employed. 3. Email classification mechanisms are used. 4. Data Loss Prevention (DLP) monitoring is implemented. 5. The SOC team monitors email security 24/7. 6. Transport Layer Security (TLS) is enabled. 7. Domain-based Message Authentication, Reporting, and Conformance (DMARC) is enabled. 8. Domain Keys Identified Mail (DKIM) is enabled. 9. Sender Policy Framework (SPF) is enabled. 10. Regular employee awareness training is conducted. 11. Malicious email addresses are blocked using Indicators of Compromise (IOCs).
1. Register to log all the items in / out and being monitored thru the admin staff.
1. Reconcile the received appraisals forms against each sector head counts
1. Quarterly review on Portfolio is properly conducted and raised to CRO.
1. Processing invoices are being done by maker / checker then approved by the unit head.

Control Name
1. Posting any vacant position on the portal
d by the CADC on all the clients that are handled by the CSU team tnotify that prior processing any transaction should be returned to C 2. Workflo alert any duplicated transfers. • Account must be reviewed if transfer has been executed before • Request must be marked with avoid duplication stamp/marking send originals that have avoid duplication stamps/marking directly to CSU without taking any action from their side. Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/marking pprovals from CSU is mandatory by branch before executing any transfer related to /csu handled companies
1. Perform monthly check over the projects milestones.
1. Ops officer review the dormant accounts and ensure that the signature is not on the system. [redacted]
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1. Ops officer review all the branch GLs and ensure the proper reconciliation on monthly basis [redacted] Trial 2 & Trial 3 [redacted]
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Control Name
1. Obtain the proper approval from Sharia prior dealing with all campaigns
1. Obtain People & Development head approval
d inspections made by contractors while coordinating with both the Security department and Branch manager with the P&E.
lonthly report is sent to the life insurance service provider to add the new hires and remove the resigned staff
1. Monitoring of administrative activities through native system and application logs.
1. Mift indemnity agreement is signed from the customer.
1. Internal procedures in place defining the roles for all stakeholders.
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1. Implement comprehensive risk management framework.
y proposal with details for any event and the expected KPIs either financial or brand image related for business requirement.
IB guidelines for the branch Fascia's and interior design to unify the design for all branches as per the brand standard.

Control Name
1. GLs are being prepared and sent to GL owner for approval. 2. Gls are being sent to ICD along with the GL breakdown
1. Escrow agreement in place skilled ITS calibers are hired/retained and open position in hiring progress but delayed and risk severity increased 3. Close follow up with ITS on all open issues to get the max. support possible that has been rejected at Board committee , however subject ready for discussion once concept approved as cost and business impac Added to above their financial statement are ok, regular review to be performed by Vendor committee to ensure business continuity 2.Resource challenge is existing now 3.Phoenix is currently working with Sybase 16, G12 with windows 2016 4- Risks that related to changes need contours follow up
il is being communicated to the medical service provider for the newly added staff along with the resigned staff.
1. Database is updated with the staff details from the hiring pack
mplaints are being handled by the team leader / unit head to ensure proper investigation / closure within 3 business days.
1. Conducting the proofing process by HR Risk and Governance as independent unit
Dual Power Controllers).
1. Commitment letter is being signed by each eligibale employee prior starting the course.
1. Call back is to be done with the client on the day of excution. The transaction details is logged in daily ref. sheet as to confirm that no duplicate amount is excuted twice. t such risk and no transaction is excuted unless there is the cheker approval. • Call back to be done with the client on the day of exe • The transaction details is logged in daily reference sheet. • Maker and checker process is applied to limit such risk. • Workflow alert for any duplicated transfers. • Reconciliation between the original received from the customers thru email and received from branch. • 3 Checkpoints; Customer (receiving Swift Alert) – Branch/CSU (Work Flow) – Remittance Unit (processing). • Account must be reviewed if transfer has been executed before • Request must be marked with avoid duplication stamp/marking send originals that have avoid duplication stamps/marking directly to CSU without taking any action from their side. Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/marking pprovals from CSU is mandatory by branch before executing any transfer related to /csu handled companies
sted to send a confirmation email with all the details of the requested checkbooks that were sent previously through the system.
1. All vaults under dual custody as per the delegation matrix.
1. All the grievance cases will be submitted to EG-Tazalomat.

Control Name
financial entries are being executed on a maker / checker basis to the maximum capabilities of the current system. entries to be signed by the maker and checker along with supporting documents proofing executing the entries 3. Executing the transactions are being done as per the roles and delegation memo 4. Sample review is being done from head of HR Operations for the financial batches on a daily basis
1. Admin staff ensure obtaining all the financial approvals prior starting any new activity.
1) Specify the calling requirements (ticket size, obligor status …etc.).
termine the cause of the present problem; and to consider the options available to the Bank in order to fully recover its debt. This is con
termine the cause of the present problem; and to consider the options available to the Bank in order to fully recover its debt. This is con
1) Capacity plan should be prepared taking into consideration annual leaves.
dit risk process, all credit files should be kept at the custody of the CAD team which are further saved in a fire proof room.
1) annual trainings plan 2) new projects training
[redacted] 3- [redacted]
presentative to ensure that the white checks include all required watermarkes that matches with the CBE requirements.
ndor representative to ensure that the white check serial is matched with the received receipt from the vendor.
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s received from correspondents are uploaded on finical systems to be processed through stp system
1- Review alerts generated by AML solution within the predefined time frame.

Control Name
1- Reports are being prepared annually by the head of sustainability and reviewed by head of ERM.
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etail, Corporate, SMEs, ADIB Foundation and Sustainability Departments then a final review and consolidate and approval is done by H
d and validated by the Risk Department then a final review and approval is done by Head of Sustainability and Sustainable Finance.
epared and validated by an external consultant and then approval is done by Head of Sustainability and Sustainable Finance.
1- Regular skills and capabilities development sessons
1- Regular GL Reconciliation & Monthly proofing done for Incoming Payments. 2- Nostro Reconciliation is done daily by ICU Dept. l queues are checked by an independent staff in Remittance to ensure all instruction received are processed. 4- EOD reports are reviewed by checkers to ensure all transactions are processed timely and accurately. ile processing incoming transactions, Remittance unit hold such transactions till reviewing EOD running to ensure that no duplications o
1- Periodically review formulas and protection of all used spreadsheets. 2- IFRS9 IT reports to be reviewed by CAD and TBO. 3- Quarterly ECL provision memo is approved by CRO.
1- Ops staff are kept updated with their roles & responsibilities. 2- Job descriptions in place to ensure segregation of duties is clearly documented and implemented 3- All job descriptions are reviewed annually and updated with HR
1- Ops officer branch manager ensure having the hold mail under dual custody. [redacted]
1- Ops officer branch manager ensure having the hold mail under dual custody. [redacted]
1- Ops officer branch manager ensure having the hold mail under dual custody. [redacted]
1- Ops officer branch manager ensure having the hold mail under dual custody. [redacted]

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1- Ops officer branch manager ensure having the hold mail under dual custody. [redacted]
1- Ops officer & branch manager conduct a monthly review on the gift coupon log and stock at branches. [redacted]

Control Name
1- Ops officer & branch manager conduct a monthly review on the gift coupon log and stock at branches. [redacted]
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epartment's staff to send the PDF file through the email for the printed checkbooks to the Mother Branches to be notified.
roval of Credit Risk Head/ Head SME risk for Staging movements, Exceptions and ECL provision Coverage percentages.
tion should be in place for all staff members to ensure their awareness & accountability for their roles & responsibilities
n in place for all staff members to ensure awareness & accountability for their roles & responsibilities. egregation of duties is clearly documented and implemented to ensure indecency of functions
Fraud Officer is responsible to perform random sample to check documents presented to SME risk team to: • Approve new facilities • Renew existing facilities • Approving transactions. .
1- Ensure that all functions are processed after maintaining proper approvals/memos municated to branches with their relative group emails and cut off time to ensure smooth process / business is preparing an SLA 3 - Ensure all procedures are updated
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ure shredding the second signature cards after 10 days of opening the accounts and uploading the signatures. [redacted]10 [redacted].
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1- Ensure all procedures/Policies are updated and approved 2- All functions are communicated by the agreed SLA

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1- DSU are kept updated with their roles & responsibilities.
1- Designated dual custodians
1- Daily monitoring to the tha ACH booking files received from EBC.
1- Customer's photo should be used for his own account.
ld be properly approved. This credit program should be established by SME's Risk and approved by SCPC/ADIB Egypt board2 erformed in the department should be in place - Ensure all procedures/Policies are updated and approved
1- COB plan in place. SLA with ADIB (H.O) to execute payments for ADIB with FCY.
ist in place and prepared by the department to consolidate all the received CBE circulars to ensure implementation
ist in place and prepared by the department to consolidate all the received CBE circulars to ensure implementation
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1- CD to be reviewed by two Staff before sending to SLMF to be uploaded on Portal
anch manager is responsible for printing any new process and ensure that the branch understand the process. [redacted]
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1- All transactions are processed as maker/checker as per checklist.
sent from approved sources (Branches / CSU / Finance / Syndications Teams) to EG_Remittances directly scanned copies via email.

Control Name
ures related to LME, Auto Murabha, Cashback, Small Business Finance, & Mortgage are properly approved and in place
1- staff are kept updated with their roles & responsibilities. 2- Job descriptions in place to ensure segregation of duties is clearly documented and implemented
ion/interface report and reconciled accounts are investigated and resolved. Quality assurance is conducted on report reconciliation. t account should be allocated to collector to ensure that all the delinquent customers are contacted by the collection team.
• Version Control: approved version of spreadsheets are used.
ections process manual where all process changes are being properly documented and approved by collections head .
• The used receipt books should be sent to archiving unit. A memo is prepared for this purpose.
ducts periodic reviews with the respective agency manager on the agency's performance in line with the agreed performance.
ttitude while calling the customer ,How can he/she deal with customer, Call efficiency, How can he/she solve any issue raised within the
• Review sample of BO reports manually. • Manually assessment of BO access and reports classification. • Maintaining access matrix for all BO Access and reports.
• Regional Branches Operations visit and monitor all branches as per yearly plan. • Maintain adequate operational control over branches functions. • Train branches operations staff during the visits or through roadshow.
ers that the collection agencies have dealt with. Any issue should be identified and reported to both the Collection Head and the Agency
elivered to the external agencies are kept in fire proof and on monthly basis an exercise is conducted to review and ensure that no one i
• Protected spreadsheet
ucket are reviewed in line with the actual performance against annual targets and any amendment if required is communicated to the co
ate the exact time in which it occur by managers, ensure that all system features are working smoothly. Testing system achieved calls b
e collection agencies expenses ,Also an independent department (MIS unit) is reviewing the expense claims for the collection agencie
r most of operation issues and known issues added to vendor documentations, as part from knowledge management process
• Job descriptions in place to ensure segregation of duties is clearly documented and implemented.
• Ensure that the tele-calling team prioritizes high-risk accounts.

Control Name
e that tele-calling manager applies the criteria of identifying high risk accounts within finances delinquent portfolio.
• Ensure that all deceased accounts have been identified and raised to Ops team. • Ensure that all required documents have been sent to Ops team. • Ensure that insurance company settled all claims during the agreed period.
• Ensure that all CBC accounts that hit 180 DPD are due to be written off. • Ensure that all assets accounts that hit 36+ months are due to be written off.
• Each account written off should be reported “ written off “ to CBE according to its regulation.
• Each account hit 180+ DPD should be reported “ Stop payment “ to CBE according to its regulation.
y >100k and the bank raised a legal action against the customer should be reported “ Legal action “ to CBE according to its regulation.
• Collections team to adhere to the call script.
e trained on the collections processes from the time of joining and thereafter regularly through a training plan approved by HR.
availability of the monthly log confirmed reviewing the receipt and the payment on the system within 2 business days .
alculation testing: the spreadsheet formulas to be tested and any changes to be approved from Finance side.
tors to the designated staff in the collections team for reconciliation and audit purpose. Any identified issues are escalated to collections
• All Sent / Received e-mails to external collection agencies must be encrypted.
• Agency staff are trained on TCF principles and Collection process.
*The staff accounts transactions are reviewed via maker checker basis *AML system will shortly capture the staff transactions
*HR payment officer prepare payroll files to be posted on HR Oracle system. yment and governmental relations Manager review the posted payroll files and upload them on core banking system. *Payroll register extracted from Oracle system is validated by Head of HR Operations prior processing.
d employees details are sent by HR operations officer to respective stakeholders (IT, Legal,HR operations etc.) for clearances feedbac and service manager reviews the clearance check lists and ensures obtaining the clearances from relevant stakeholders.
esting on customer account to ensure that the transactions are fired through SAS system according to set scenario/ threshold ring alerts review (for a period of time) to ensure that the transactions are fired through SAS system according to set scenario/ threshol
* E-Wallet transaction daily / monthly limits support the monitoring *The reports reviewed by maker checker * Some data obtained from related business owner

Control Name
* Ensure all procedures/Policies are updated and approved * Ensure all functions are communicated by the agreed SLA
* An approved policy approved by the board or relevant board committee. * Monitoring the implementation of the plan on quarterly basis. * Quality assurance team verified the implementation of the plan.
[redacted]
t of needs ,assigned tasks to stakeholders at the start of each project with a regular following up notifications with each mile stone to ma
completed or past due extensions, particularly term loans prior to disbursements (30, 60, or 90 day extensions approved), have been r
s evidenced by way of the means & purpose test, confirm that the test has been completed and has been attached as part of the credit
6) Specific documentation standards and variance are specified.
5. Stress testing' discipline is in place for key environmental uncertainties.
5) Risk reporting is done
4. Collateral valuation.
3-SLAs Between all stakeholders defining the timeline to discuss all the technical evalution.
3. Relationship review and returns, pricing and repayment schedule.
are reviewed by checkers to ensure all transactions are processed timely and accurately as per customer's request.
2. Short list for the approved consultants - contractors - vendors.
all obligors, Verify that an approved ORR sheet is there, Any ORR adjustments must be allowable under policy, FRR should be approv
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Control Name
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CBE regulations and requests during branch renovation or construction that is being updated by the CBE on yearly basis.
11. Documentation / collateral are as per the documentation process and CA approval, and are safe kept.
e and prepared by the department to consolidate all the received CBE circulars from Compliance to ensure implementation

Control Name
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]. Data maintenance on the system is done on maker/checker basis as per system requirements.
[redacted] All application are signature verified by MF officer
[redacted]
[redacted] 2.5 % [redacted]
[redacted] - [redacted] - [redacted] - ..[redacted]
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Control Name

nthly report for the staff leaves balance as well as 2 consecutive leave status to be shared to all sector Heads

Job descriptions in place to ensure segregation of duties is clearly documented and implemented

should be in place for all staff members to ensure their awareness and accountability for their roles and responsibilities.

- Segregation of duties is clearly documented and implemented to ensure indecency of functions.

L reconciliation process (automated and manual) are properly managed and timely verified and reconciled
,Reconciliation is done by a designated staff independent of transaction processing.
,ICU & Finance monthly reviews the GLs reconciliation proofing
[redacted] - [redacted] (

- Ensure that all processes in place and properly communicated.

mer data are maintained on the system as per the application signed by the customer
[redacted]

ggers are set in place and approved periodically as part of classified credit report (CCR) as per Credit policy to ensure proper monitoring

- Capacity plan should be prepared, taking into consideration annual leaves.

, guidance and training to all concerned staff members, as to have required knowledge to stand of their required performance standard

4) Limits on the size of the Program as well as any other appropriate parameters are identified.

1. [redacted].
[redacted].

3)Major Risk and Risk mitigates are identified.

[redacted].