## Issue #:

IS-001237

## Issue Name:

Execution of review controls supporting certain payroll suspense accounts require improvement to  
ensure suspense items are appropriately identified, aged, and remediated in a timely and accurate manner.

## Root Cause Explanation:

The root cause is due to the manual process associated with aging suspense items and  
resource turnover within the function which resulted in failure to obtain the necessary details for each item in  
order to adequately understand them and track them to resolution.  
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requested by any employee of Prudential or subsidiaries, the request should be referred to the Internal Audit Department. All requests  
by external parties, either individual or regulatory entity should be referred to the Law Department.  
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## Issue Rating:

Low Repeat Issue: No  
Status: Open Issue Target Date: 05/31/2024

## Operating Division:

HR-Operations

## Risk Category:

12. Product, Operations and Trading

## Risk Sub-Category:

12.1 Operations

## Root Cause Category:

Process