



**ESTATE AGENCY AFFAIRS BOARD
OF SOUTH AFRICA**

**FREQUENTLY ASKED QUESTIONS
USING THE MYEAAB AUDITORS PORTAL**

1. Which browser is compatible with the MyEAAB Auditors Portal?

Internet Explorer or Mozilla Firefox. Google Chrome is not compatible with the MyEAAB Auditors Portal.

2. I have received an error message on registration or updating my details on the MyEAAB Auditors Portal that my details do not match with the IRBA register of auditors but this is not correct, how should I resolve this error message?

If your registration is not successful, it means either that you are not a registered auditor or your entered information does not match with the register of auditors maintained by the Independent Regulatory Board of Auditors (IRBA).

Please also ensure that you enter your individual IRBA number under “Personal Information” and the firm IRBA number under “Audit Firm Information” if you practice under a firm.

If you are a registered auditor and you are sure that the details you have entered are correct, kindly email the screenshot with your entered details to audit@eaab.org.za and you will receive a response within 48 hours.

3. I am getting an error message or being kicked out of the system when trying to submit an audit report, what should I do?

Kindly email the screenshot of your error message to audit@eaab.org.za and you will receive a response within 48 hours.

4. How can I view, print or save the audit reports that I have submitted?

Use the “View Audit Report Summary” functionality on the MyEAAB Auditors Portal.

You can only view, print or save the audit report that you have submitted and you need the Agency Firm PIN Number to retrieve the audit reports.

5. How can my estate agent client view the audit reports that I have submitted?

The principal estate agent can log in on MyEAAB Agents Portal accessible via <http://www.eaab.org.za/myffc> and view, save or print the submitted audit reports on the “Auditors Reports” section.

This functionality is only available to the principal(s) of your estate agency client, and not employee estate agents.

6. How will my estate agent client know that I have indeed submitted the audit reports and the actual date that I have done the submission?

The principal(s) of your estate agent client will receive an email confirmation as soon as the submission has been successful, indicating the estate agency name, the financial year, the name of auditor and the date and time of submission.

Alternatively, the principal(s) of your estate agent can access the submitted audit report via <http://www.eaab.org.za/myffc> and the date of submission will be indicated on the audit report.

If your principal(s) estate agent does not receive the email confirmation, the email address on EAAB’s system may not have been updated by the principal(s). Kindly advise the principal(s) to have the email address updated by EAAB.

7. Where do I get the Agency Firm PIN Number required to submit an audit report?

The Agency Firm PIN Number, which always starts with the letter “F” is obtained on your estate agent client’s firm Fidelity Fund Certificate.

Alternatively, you can contact EAAB Call Centre at 087 285 3222 and you will immediately be given the Firm PIN Number or email audit@eaab.org.za and you will receive the Firm PIN Number within 48 hours.

8. I have registered on the MyEAAB Auditors Portal but I have not yet received the email with my log in details, what do I do?

The email address that you may have entered may have been incorrect. Kindly email audit@eaab.org.za and you will receive a response within 48 hours.

9. I would like to withdraw the audit report that I have already submitted and re-submit the correct audit report, what do I do?

Kindly re-submit the correct audit report on MyEAAB Auditors Portal and immediately email audit@eaab.org.za requesting withdrawal of the incorrect audit report, detailing reasons for the withdrawal.

Only the auditor who submitted the audit report can request the withdrawal thereof.

10. How do I register on the MyEAAB Auditors Portal?

Kindly read the detailed step by step guide titled “Auditors Portal – How to Register”, accessible on <http://www.eaab.org.za/myaudit>

11. How do I submit an audit report on the MyEAAB Auditors Portal?

Kindly read the detailed step by step guide titled “Auditors Portal – How to Submit An Audit Report”, accessible on <http://www.eaab.org.za/myaudit>

12. What are the benefits of using the MyEAAB Auditors Portal?

Kindly read the document titled “Auditors Portal – Benefits”, accessible on <http://www.eaab.org.za/myaudit>

13. The bank has not yet provided me with the IT3b certificate and the deadline of submission is approaching, what do I do?

Kindly read the notification dated 1 June 2015, accessible on http://www.eaab.org.za/audit_compliance

14. What enhancements have been made to this new MyEAAB Auditors Portal?

Kindly read the document titled “Auditors Portal – New Enhancements”, accessible on <http://www.eaab.org.za/myaudit>

15. What is an Audit Confirmation Letter that should be attached when submitting an audit report?

Kindly read the notification dated 1 June 2015, accessible on http://www.eaab.org.za/audit_compliance

16. What are the consequences to my estate agent client if the trust account linked to my estate agent client was closed or the bank is not aware of the trust account and I indicate this status when submitting the audit report?

A request will be sent to the principal of your estate agent client immediately, through an automated Preliminary Audit Report Verification Letter, for the bank letter confirming the closure or the fact that the bank is not aware of the trust account.

On receipt of bank letter and in the absence of another open trust account, the estate agent will be deregistered and no Fidelity Fund Certificate will be issue as operating without a trust account is a contravention of section 32(1) of the Estate Agency Affairs Act.

The matter may also be referred to our Legal Department for institution of disciplinary proceedings.

17. What are the consequences to my estate agent client if my audit opinion is qualified, adverse or disclaimer of opinion?

A request will be sent to the principal of your estate agent client immediately, through an automated Preliminary Audit Report Verification Letter, for the audited financial statements of these where not attached on the MyEAAB Auditors Portal.

On receipt of the audited financial statements, the basis of the opinion will be analysed and if it amounts to a contravention of the Estate Agency Affairs Act and Financial Intelligence Centre Act, the matter may also be referred to our Legal Department for further investigation.

18. What are the consequences to my estate agent of “No” answers and/or contraventions that the auditor reports in the audit report submitted to EAAB?

A request will be sent to the principal of your estate agent client immediately, through an automated Preliminary Audit Report Verification Letter, for the full response to the contraventions reports.

The matter is also immediately referred to our Legal Department for further investigation.

19. What are the consequences to me if I report contraventions but my answer is “No” on the section relating to the reporting of a Reportable Irregularity to the Independent Regulatory Board of Auditors?

A complaint may be referred by EAAB to IRBA for further consideration.

20. Is it compulsory to attach audited financial statements when submitting the audit report?

No, although it is encouraged if the audit report was submitted late or the audit opinion is qualified, adverse or disclaimer.

If the audited financial statements are not attached when submitting audit reports online, they may be requested directly from the principal(s) of your estate agency client in terms of section 32(5) of Estate Agency Affairs Act.