



# *Contents*

*Executive Summary*

*1. About FYI*

*2. Your requirements, Our missions*

*3. Why FYI*

*Our Contacts*

A photograph of a modern glass-walled building with a grid of windows. In the foreground, a group of people in business attire are walking across a paved area. A red rectangular overlay is positioned in the lower-left quadrant, containing a quote. The title '1. About FYI' is written in a large, bold, blue serif font, with a thin orange line above it.

# ***1. About FYI***

*“FYI provide knowledge, resources and experience to best serve the client’s needs across the globe.”*

# ***FYI bring your success with our local knowledge***

## ***Snapshot of our operations***

- “FYI Check” established offices in Ho Chi Minh City in 2016.
- Our team in Vietnam has approximately 20 local staff.
- Professionals are fluent in English, qualified from investigation & detective institute.
- We have built **strong relationships** with the government and regulators.

## ***What makes FYI Different***

- A deep understanding of [Vietnamese [educational institutions/enterprises/head-hunters]
- A team with expertise across a range of skill sets and industries including professionals fluent in English, Mandarin.
- Strong relationships with key local authority such as the [Taxation authorities, Department of Planning and Investment, Local Police authority], etc.

## ***FYI Vietnam core activities***

### ***Prevention***

***(1) Pre-employment screening***

### ***Detection***

***(2) Compliance Monitoring***

### ***Investigation***

***(3) Fraud investigation***

***(4) Insurance Claim investigation***

***(5) Asset tracing and skip tracing***



## *2. Your Requirements, Our mission*

*“We’re keen and committed to providing a robust service that will give you assurance on human resource solution.”*

# Your requirements, our mission

To carry out an effective and efficient works, it's necessary for us to understand your needs and expectations and to explain ours to you. The following is our understanding of your current needs.

## Your requirements, needs & expectations

Protects your company and employees from recruiting low-integrity candidates

## Our responses

- **Educational check** to verify whether the candidate has indeed studied and graduated as per information provided;
- **Professional qualifications check** to verify whether the professional certifications are genuine;
- **Employment history** to check information related to position, dates of employment, reputation, performance and reason for leaving;
- **Reference checks** whereby former supervisors are contacted to ascertain past reputation and performance;
- **Bankruptcy check** to determine whether the candidate has been involved in bankruptcy cases;
- **Civil litigation & criminal check** to determine whether the candidate has been involved in lawsuits;
- **Reverse directorship search**, aimed at identifying an individual's potential involvement in private companies as a director or a shareholder;
- **Local reputation check** – Vietnam Credit check
- **Media check** which involves a printed media and online to ascertain whether any detrimental information has ever been reported;
- **Verification of contact** details and emergency contact details;
- **Verification of current residential address**

# Your requirements, our mission

To carry out an effective and efficient works, it's necessary for us to understand your needs and expectations and to explain ours to you. The following is our understanding of your current needs.

## Your requirements, needs & expectations

*“Ensuring procedures and regulations are followed”*

## Our responses

- **Compliance Audit**

Our consultants provide timely updates on regulatory changes in Asia. These updates are provided with an analysis on risks and opportunities for the business. This service is tailored to our client's requirements.

- **Mystery Shopping**

This service is provided to our clients to measure integrity, quality and quantity of service, or compliance with internal or external regulation, or to gather specific information about products and services. Mystery shoppers perform specific actions such as purchasing a product, asking questions or behaving in a certain way according to a pre-approved scenario, and then provide detailed reports or feedback about the results of their assignments.

- **Procedural Monitoring**

Our investigators conduct monitoring and surveillance to determine if employees abide by existing regulations and procedures. The monitoring can be conducted to identify and document the activities of employees during working hours and their adherence to company standards and procedures.

- **Compliance Training**

FYI Group consulting provide tailored training on compliance issues in order to insure the employees are fully aware of compliance issues and procedures.

# Your requirements, our mission

To carry out an effective and efficient works, it's necessary for us to understand your needs and expectations and to explain ours to you. The following is our understanding of your current needs.

## Your requirements, needs & expectations

*“Prevent from private gain, conflict of interest, diversion of business, theft of goods or confidential information, embezzlement, corruption, bribery, collusion, etc.”*

## Our responses

### • **Assessment**

*Before launching an investigation, our investigators conduct interviews with our client to understand the events related to alleged fraud, analyse the collected evidence and discuss the suspicions. Based on preliminary information, FYI Group designs a relevant scope of investigative work.*

### • **Investigation**

*Our investigation involves the collection of relevant evidence by conducting the following activities:*

- Interviews and audits*
- Search for witnesses*
- Discreet approaches to employees or external parties*
- Desktop searches*
- Background checks*
- Surveillance on suspected individuals*
- Computer forensics including recovery of deleted information*
- Comprehensive investigation reports including relevant evidence in the form of pictures, documentation and testimonies are provided upon completion. These reports can be used for employment termination or legal purposes.*

### • **Enforcement**

*Based on client's requirements, FYI Group can report criminal cases to the relevant law enforcement authorities.*

### *3. Why FYI*

*“FYI provides a safe pair of hands in a time of unprecedented change. We’re best placed to support you and will deliver better results for these reasons...”*





# Why FYI

***Appointing FYI as your sole providers delivers the best solution***

## **Fresh thinking**

Our team has been selected to ensure that FYI will bring fresh thinking combined with deep knowledge and extensive experience, to deliver a rigorous and objective examination consistent with the highest FYI quality standards.

## **Embedding quality into the audit**

Quality is the foundation of FYI's reputation and is intrinsic to the way we audit. Quality is reflected in the rigour of our audit methodology and risk management methods, the candour of our communications with management and audit committee, and the thoroughness with which we train and coach FYI partners and staff.

## **Smooth transition**

We know from experience that a transition to another auditor will have an impact on you. On the brighter side, it's an opportunity to look at your organisation with a fresh pair of eyes. It will be our key objective to ensure a smooth, fast and seamless transition while minimising the burden for the company.

## **Our specialists will enhance the quality of our audit and its output**


You'll have access to our technical expertise and specialists experienced in dealing with regulators. This industry expertise will be complemented by specialist expertise in relative areas.

## **No-surprise audit**

The first step to resolve an issue is identifying that an issue exists. Through open dialogue with your team, we would aim to ensure that most issues are identified in the process. We'll agree with you the next step regarding the timeline for response and the solutions to ensure that these issues are dealt with in an agreed way.

## **Forthright communication**

You expect us to listen, inform and challenge you on the tough issues for which you're held accountable. We're always open and frank in our discussions with you and communicate with you in ways that best fit your organisation.



## *4. Our Relevant Experience*

*We have worked with a wide network of both global and Vietnamese clients in different industries.*

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# *Our relevant experience*

FYI work with a large number of clients in various industries in global network.

## *Clients in diversifying sectors*

*Insurance*

*Banking & Credit Institutions*

*Consumer & Industrial Products*

*Real Estate*

*Financial services*



## ***FYI Offices in Vietnam***

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