

Indonesia



# A Fresh Perspective\*

Quality Services for the Indonesian  
Financial Services Sectors

\*connectedthinking

PRICEWATERHOUSECOOPERS 



# Why PricewaterhouseCoopers?

When looking for a global professional services provider, whether for external audit, other assurance, tax or advisory services, companies today have a broad range of options. Differentiating between service providers can be difficult - most promise high quality service at a fair price; many commit to having strong credentials and the ability to meet your needs. So why choose the PricewaterhouseCoopers global network (PwC) as your service provider?

Clients need professional services advisers who are specialists in their industry, so PwC is organised around industry groups. We have aligned our practice with the industry's structure to ensure that our professionals possess a comprehensive understanding of the critical linkages between suppliers, providers, payers, and customers and how those relationships affect your strategy, operations and business decisions. We can bring you our insights into the changes in the industry, such as new regulations that affect your clients and global best practices.

At the same time, we use our outside perspective to make connections across industries and markets and bring fresh thinking to you. These new ideas will help your client challenge conventional thinking in your organisation and industry. Our industry dedicated professionals work together across the lines of service and territories to provide you with an integrated service delivery and holistic solutions tailored to your circumstances. Our Financial Services industry group employs people who have worked in the industry, who lead industry associations, who represent the industry to government, who speak at leading industry events, who are leading thinkers on your issues. In a nutshell, they speak your language and they can understand your needs.

PricewaterhouseCoopers Indonesia is managed on a day-to-day basis as an integral part of a global network of more than 163,000 people, in over 757 offices in 151 countries.

Being part of a global network of firms means we direct investment to priority clients,

sectors and markets and deliver leading edge ideas, products and services more quickly and effectively. We work across borders without the constraints of geographic considerations and we work to a global standard and quality. Our global network enables quick decision-making and worldwide delivery of the best resources.

Our financial services group has priority status in terms of investment and resources, reflecting our worldwide leadership in this market. Over 25% of our global fees are derived from professionals servicing the needs of our financial services clients.

Our client list includes many of the world's most prestigious financial services companies. Our global financial services group is made up of nearly 30,000 dedicated industry professionals.



## PwC is the largest professional services firm in the world



## Global clients include

AIG  
American Express  
Axa  
Bank of America  
Bank of China  
Barclays  
BNP Paribas  
China Life

Commerzbank  
Commonwealth Bank of Australia  
Credit Agricole  
Fidelity  
Fortis  
Franklin Resources  
Goldman Sachs

Lloyds TSB  
Prudential Financial  
Swiss Re  
Tokio Marine  
Unibanco  
Westpac  
Zurich Financial Services

# About Us

By almost any measure, PricewaterhouseCoopers global network is the global leader in providing professional services to the financial services industry.

PricewaterhouseCoopers Indonesia (PwCI) is the leading professional services provider to the financial services sector in Indonesia. At PwCI, we are operating under three different entities ; KAP Haryanto Sahari & Rekan, PT PricewaterhouseCoopers FAS and PT Prima Wahana Caraka which are the member firms of PricewaterhouseCoopers global network, each of which is a separate and independent legal entity.

PricewaterhouseCoopers Indonesia has operated in Indonesia since 1971. We have over 1,000 professional staff who are trained in providing independent audit, advisory and tax services to Indonesian and international companies. These resources are bilingual and have an in-depth knowledge of the local business environment.

Financial Services is a priority industry for our firm – evidenced by the commitment of substantial resources across the spectrum of our services. Over 140 of our total professionals are dedicated to serve the Financial Services industry, ranging from audit, tax and advisory. Our financial services' focus is on multinational and domestic organisations that are facing the most complex business issues and the most challenging opportunities.

At PricewaterhouseCoopers Indonesia, we help our clients solve their complex business problems by combining a global mindset and local resource with positive action. Our assurance, tax and advisory services for public and private clients are industry focused. We use our network, experience and business understanding to build trust and create value for clients – we call this connected thinking.

# Our services

As the world's largest professional services firm, PricewaterhouseCoopers firms offers the benefit of insights gained from years of experience working with a broad range of Financial Services clients, a tightly woven global network and an extraordinary breadth of services. We bring a unique combination of coordinated services managed by a team of experts in the financial services industry.

## Broad range of capabilities



In addition to a client base of market-leading global financial services companies, we enjoy excellent relationships with regulators and standard setters within the financial services industry worldwide which gives us powerful insights into regulatory developments and access to the leading thinking of key industry players. In essence, our value proposition to financial institutions is based on our following three strengths:

<b>A multidisciplinary approach</b>	PwC believes in a multidisciplinary approach integrating the appropriate finance and business advisory, tax and human resources competencies and experience from across the organisation to deliver the most valuable solutions to address our clients' issues. We leverage our network, experience, industry knowledge, access to best practices and business understanding to build trust and create sustainable value for clients.
<b>Our scale and networks of excellence</b>	PricewaterhouseCoopers Global Financial Services Practice is fully integrated and serves the banking, capital markets, insurance and investment management industries. Our global network adopts both industry specialisations, such as banking and insurance, as well as subject matter specialism, including operational excellence, risk management, governance and compliance and finance effectiveness. The size of our firm and our networks ensure that our clients benefit from our expertise where and when they need it.
<b>Our deep industry knowledge and thought leadership</b>	Our presence and depth of capabilities in every major city and financial centre across the world means that we are able to offer our extensive client base access to a 'powerhouse of knowledge'. To this end, we invest heavily in developing thought leadership and managing our knowledge assets to the advantage of our clients.

# FS focused capabilities

At PricewaterhouseCoopers Indonesia (PwCI), a global mindset is combined with local resources with positive action. We provide industry focused assurance, tax and advisory services for public and private clients. We use our network, experience and business understanding to bring value – we call this connected thinking.

## Assurance and regulatory reporting services

PwCI is the leading audit and assurance firm. We help improve corporate reporting and provide assurance that systems are operating effectively, within a well-controlled environment.

Our experts tailor that approach to suit the size and nature of your organisation, drawing on our extensive industry knowledge. Our deep understanding of regulation and legislation means we can help with complex business issues, such as Sarbanes-Oxley and International Financial Reporting Standards (IFRS).

We are leaders in the development of non-financial reporting, helping our clients respond to the drive for better corporate governance and sustainability

Our services include:

- Statutory audit
- Non-financial performance & reporting
- Regulatory compliance
- Internal audit
- IFRS readiness & conversions
- Sarbanes – Oxley S404 readiness
- Independent controls & process assurance
- Assurance on capital market transactions
- Basel II readiness

## Taxation services

PwCI is the only Indonesian based tax practice with a dedicated team for the FS Industry.

We assist businesses to optimise their domestic and international tax positions and assist on a range of related business issues.

We provide support to Financial Services clients by providing our view on Indonesia taxation and/or advise on:

- Merger and acquisitions  
Pre -acquisition, merger, tax due diligence, post deal, structuring, etc
- Dispute resolution  
Tax audit, objection, appeal, consideration
- Internal taxation
- Transfer pricing
- Islamic finance
- Compliance



# FS focused capabilities

## Forensic services

The PwCI forensic services team can assist you in the investigation, analysis and resolution of your business issues and disputes. Whether reacting to an incident or offering proactive solutions, our network of forensic services practices combines a global reach with dedicated local teams to support your business.

We help organisations tackle the major financial and reputational risks associated with economic crime. Our forensic experts identify financial irregularities, recover stolen assets, and introduce controls to mitigate the future risk of fraud. We have also developed and pioneered new technology specialising in the capture, management and analysis of data to support investigations and dispute resolution.

The team has a long established litigation support practice. In addition, we provide investigation and accounting skills to help businesses resolve complex financial disputes arising from corporate transactions, insurance claims, intellectual property and licensing contracts, and construction projects. We also advise on regulatory compliance and on minimising the risks of shareholder litigation.

The forensic services team includes accountants, ex-regulators and law enforcement officers, engineers, chartered surveyors, economists and insurance professionals.

- Anti-money laundering services
- Capital project services
- Commercial disputes
- Forensic technology solutions
- Investigations
- Insurance claims services
- Intellectual property
- International arbitration
- Licensing management services
- Securities litigation
- Transaction and shareholder disputes &
- Investigations

## Transaction services

We are well-known in the marketplace for our knowledge and experience in all types of financial transactions:

**Mergers and acquisitions** – we focus on the deal continuum from strategy through to post deal integration, including financial and operational due diligence, accessing the capital markets and valuing, negotiating and structuring deals.

**Strategic and valuation advice** – we provide independent expert valuation advice for your business; we evaluate the financial implications for example, of corporate debt, restructuring, investments, mergers and joint-ventures; we advise on better managing assets and large capital investments amidst increased competition, or in times of uncertainty; we evaluate technical, operational, market and financial risks.

**Growth or divestments and developing exit strategies** – our specialists help you complete and extract the maximum value from your transactions.



## Performance improvement consulting

We help you to obtain increased performance by improving the efficiency and effectiveness of your company's key business operations. Using our deep understanding of finance, risk management/compliance, IT system, operations and human resources, we help you identify and manage risk and improve quality. We also use our experience and proven expertise to provide practical assistance to improve financial under-performance and cash-flow management.

We provide advice and support to address key client issues, leveraging technology, data services and change and programme effectiveness skills to provide you with a comprehensive solution.

**Financial effectiveness** – we work with you to enhance the effectiveness of your finance function covering standardisation and simplification / finance reviews, performance management, consolidation and management information system including reporting, treasury and capital optimisation, back office operations including shared services, people and organisation, risk and controls and optimisation.

### **Governance, risk and compliance**

– we give advice on Corporate Governance, enterprise risk / portfolio risk management, specialised risk services, managing business operations for compliance outcomes, compliance monitoring and reporting, and compliance cost management.

**People and change** – we work with you to design and implement your key people and change areas including HR strategy development, organisation structure design, HR service delivery model, manpower planning, training and development, performance management, reward management, talent management and HR change / transition integration management such as HR due diligence, change / transition management and culture change strategy development.

**Business process improvement** – we work with you to align your business processes with business requirements and compliance with existing regulation, to identify gaps in business processes and room for improvements, and to optimize the existing process to achieve the expected business results and making recommendations for improvements.

**Information, communication & technology effectiveness** – we bridge the gap between business and IT, align information, technology to business objectives, improve the performance of IT functions and create value from technologies. Our expertise is focused around 7 key areas of IT management and IT services to business covering alignment of IT to the business:

- IT governance and IT strategy alignment
- IT cost & value management
- assistance in package selection & deployment
- make large IT projects perform
- improve sourcing and service management
- deploy information security
- enhance data management

## Systems and process assurance

The systems and process assurance team focused on to controls around financial reporting and operational processes, including financial business processes and IT management controls. SPA professionals bring financial services experience to serve both audit and non – audit clients, providing:

- ERP risk and application controls assessments
- Sarbanes – Oxley S404 readiness and sustainability services
- Pre- implementation systems reviews
- IT general controls and infrastructure assessments
- Third – party assurance and opinion services
- Due diligence on systems and controls

## Crisis management

With a worldwide network of over 3,000 specialist staff, we offer a wide range of services to help organizations respond to, mitigate and control a range of predicaments from simple problems to complex crises. From the financial and operational restructuring of a company, to a physical disaster, we help in dealing with problems and crises as and when they arise.

**Business recovery services** – we undertake a range of restructuring, rescue and turnaround assignments for companies or stakeholders concerned about the ability to meet changing market demands. We also provide the full range of insolvency services.



