

## Section 3

### Customer Audit, Site Visit and Self Assessment

*When you need experience now!*

Prior to approving and implementing a RDC customer, the guidance expects the institution to conduct a site inspection for the purpose of verifying details disclosed in the application, while observing the customer environment. Also required within the guidance are periodical customer audits. This section establishes the criteria and the authority to conduct customer audits, site visits and the self-assessment option (which takes into consideration) that from time to time and based on unique customer requirements, it is not always practical to conduct the site visit or customer audit. This section provides the scaffolding for an institution to apply as it considers which of the option to use.