

USER MANUAL

SUPPLY, DESIGN, DEVELOPMENT, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF REGISTRATION SOFTWARE FOR FEDERATION OF INVESTMENT MANAGERS MALAYSIA (FIMM)

MODULE: CONSULTANT MANAGEMENT (PROFILE MAINTENANCE) GROUP: DISTRIBUTOR

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DOCUMENT DATE		24/03/2025
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Federation of Investment Managers Malaysia	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V0.1	User Manual Document	1.0	24/03/25	iv

DOCUMENT DESCRIPTION

This document is prepared to explain how to use the FCS system. This user manual explains the functions and step by step how to use the system completely to the users involved.

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DOCUMENT CONTROL

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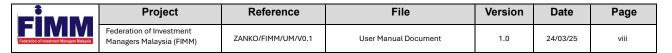
ACRONYM

ACDONYM	DESCRIPTION
ACRONYM	DESCRIPTION
AAR	Alternate Authorized Representative
AMLCFT	Anti-Money Laundering/Combating the Financing of Terrorism
AMSF	Annual Membership Subscription Fee
AR	Authorized Representative
AUM	Asset Under Management
BOD	Board of Directors
CAS	Consultant Alert
CEILLI	Certificate Examination in Investment-Linked Life Insurance
CEO	Chief Executive Officer
CFP	Certified Financial Planner
ChFC	Chartered Financial Consultant
CMSRL	Capital Market Services Representative License
CPD	Continuing Professional Development
CPRA	Corporate Private Retirement Scheme Adviser
CPRE	Computerized Private Retirement Scheme Examination
CSD	Corporate Services Division
CUTA	Corporate UTS Adviser
CUTE	Computerized Unit Trust Examination
DMS	Document Management Storage

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FIMM	Federation of Investment Managers Malaysia
FMS	Funds Malaysia System
GM	General Manager

ACRONYM	DESCRIPTION
HOD	Head of Department
ID	Industry Development
IFP	Islamic Financial Planner
IPRA	Institutional Private Retirement Scheme Adviser
ISD	Industry Services Division
IUTA	Institutional Unit Trust Scheme Adviser
KYC	Know Your Customer
LRA	Legal and Regulatory Affairs
MOF	Ministry of Finance
NAV	Net Asset Value
NRIC	National Registration Identity Card
OTP	One Time Password
PDS	Professional Development and Services
PRC	Private Retirement Scheme Consultant
PRP	Private Retirement Scheme Provider
PRS	Private Retirement Scheme
R&A	Research and Analytics
RD	Registration Department



RFP	Registered Financial Planner
RSD	Regulatory Services Division
SC	Security Commission Malaysia
SRFP	Shariah Registered Financial Planner
SRS	System Requirement Specification
ACRONYM	DESCRIPTION
SD	Supervision Department
UML	Unified Modelling Language
UTC	Unit Trust Consultant
UTMC	Unit Trust Management Company
UTS	Unit Trust Scheme
OR	Official Receipt
CN	Credit Note
IDD	Integration Design Document

Table 1: Acronym Table

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ABBREVIATIONS ROLE

Abbreviation	DESCRIPTION
C-CLRK	Consultant Applicant
C-CON	Consultant
C-APP	Consultant Applicant
D-C-MKR	Consultant - Maker
D-C-CHK	Consultant - Approver
F-RD	FIMM RD

Table 2: Abbreviation Role Table

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CHAPTER 1: INTRODUCTION

The **FCS System User Manual** is designed to provide users with a comprehensive guide to effectively utilizing the **FCS system**. This manual serves as a reference document to help users understand the system's functionalities, features, and processes to ensure smooth operation and efficient task completion.

By following the instructions in this manual, users will be able to navigate the system with ease, perform necessary actions, and troubleshoot common issues. The manual is structured to accommodate both new and existing users, offering clear step-by-step guidance for system access and usage.

1.1.2 Purpose

The purpose of this manual is to equip users with the essential knowledge required to maximize the benefits of the **FCS system**. It provides:

- A detailed overview of the system's functions and capabilities to help users understand its key features.
- Step-by-step instructions on accessing and operating the system efficiently.
- Guidelines on alternative modes of operation and contingencies in case of system issues or errors.
- Best practices and recommendations for optimal system use.

This manual ensures that users can confidently navigate the system while maintaining security, accuracy, and efficiency in their tasks.

1.1.3 Contact Information

If users require further assistance or encounter any issues while using the FCS system, they can contact the Federation of Investment Managers Malaysia (FIMM) for support.

Support Contact Details:

Phone: [Insert Contact Number]

Email: [Insert Support Email]

Website: [Insert FIMM Website]

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CHAPTER 2: GENERAL SYSTEM INSTRUCTION

2.1 User Log in

The FCS system application is accessible only to registered users. Each user will be provided with a unique User ID and password to log in securely.

To access the system, users must navigate to the **main login page** ([Insert URL]) and enter their credentials. For first-time users, an initial login setup may be required to activate their accounts.

For security reasons:

- 1. Users should keep their login credentials confidential.
- 2. Passwords should be changed periodically to enhance security.
- 3. In case of forgotten credentials, users can use the **"Forgot Password?"** option to reset their password.

Steps to Open the FCS System Website:

- 2. Launch your web browser (Google Chrome, Mozilla Firefox, Microsoft Edge, etc.)
- 3. Enter the FCS System URL in the address bar and press Enter.
- 4. The **login page** will appear, allowing users to enter their credentials.

2.1.1 Log in

Access the Login Page

- 1. On the homepage, locate the 'Log in' button and click it.
- 2. In the User ID field, enter your registered User ID.
- 3. In the **Password** field, enter your **password**.

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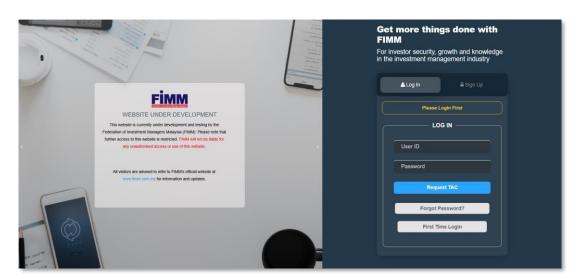


Diagram 1: FCS Homepage

Display Enter Your Credentials

- 4. System will show sign in page, User need to insert this item
 - User ID
 - Password
 - TAC

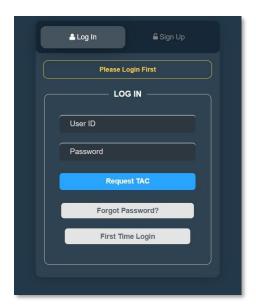


Diagram 2: Log in Display

Successful Login

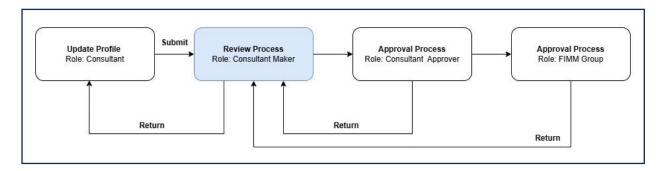
5. Click button and the system will be redirected to the FCS System dashboard.

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3.3 Profile Maintenance

3.3.1 Review Process by Consultant Maker

3.3.1.1 Process Flow



3.3.1.2 Manual Steps

1. Click menu 'Consultant'. System will display list of submenu for Consultant.

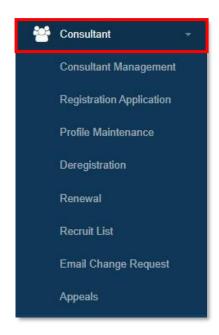


Diagram 163: Consultant Menu

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2. Click submenu 'Profile Maintenance'.

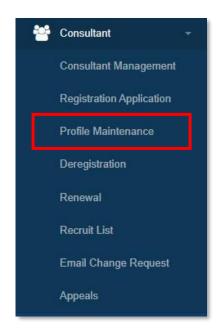


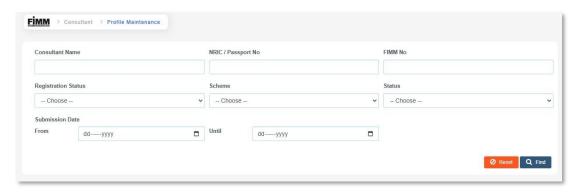
Diagram 164: Submenu 'Profile Maintenance'

3. System will display List of Profile Update application



Diagram 165: List of Profile Update application

4. Consultant Maker can filter the list



5. System will display List of Profile Update application based on the filtering.

6. User can choose total records to display per page from dropdown. System will display the list based on total records choose.



Diagram 166: Entries

7. Consultant Maker can click button 'Previous' or 'Next' to navigate to next listing page.



Diagram 167: Pagination

8. User can filter the list by keyword by inputting the keyword in search box. System will display record which contain the keyword.



Diagram 168: Keyword Search

9. In List of Profile Update application under column Action, Consultant Maker click button at application with status "Pending Review".



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Diagram 169: List of Profile Update application

- 10. System will display previously submitted application and user only able to edit for verification of academic qualification.
 - i. Profile Details

Malaysian

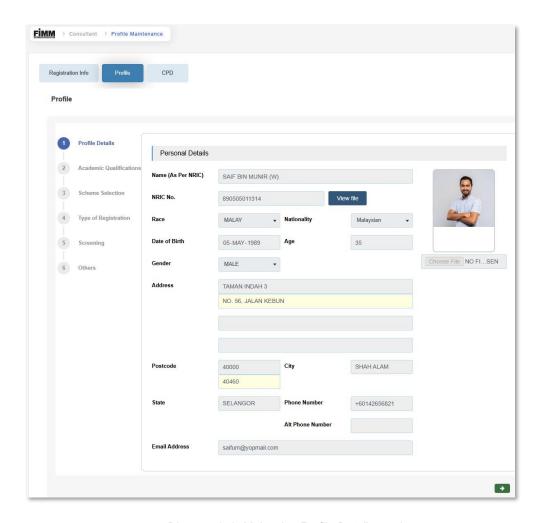


Diagram 170: Malaysian Profile Details section

Non - Malaysian

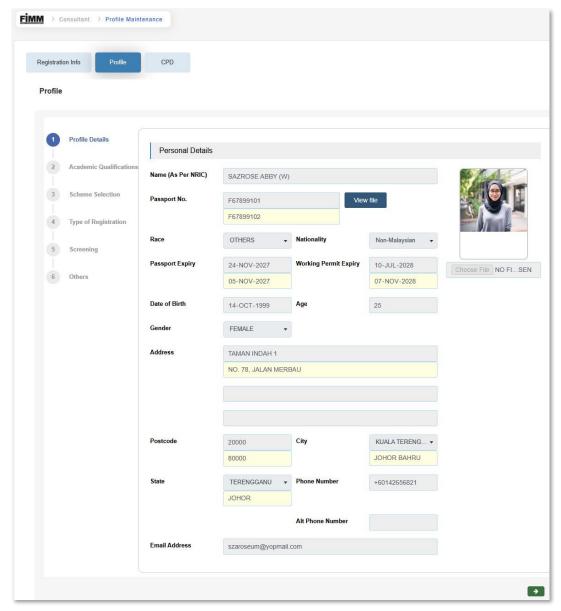
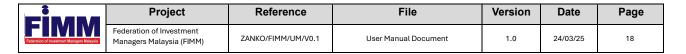


Diagram 171: Non - Malaysian Profile Details section

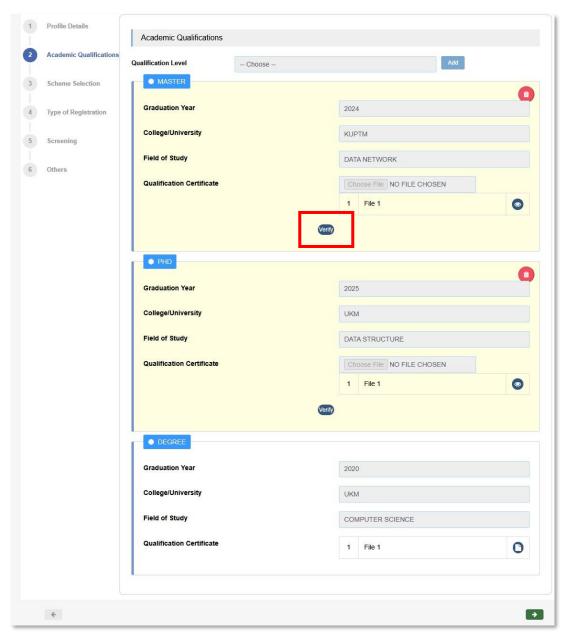
ii. Academic Qualification:

- a. Qualification Level
 - SPM/SVM
 - STPM/STAM
 - Diploma
 - Degree
 - Master
 - PhD



b. Consultant Maker can verify / edit for unverified verification of





academic qualification for CTC verification by clicking the

Diagram 172: Academic Qualification section

• System will prompt message "Verify this qualification?"

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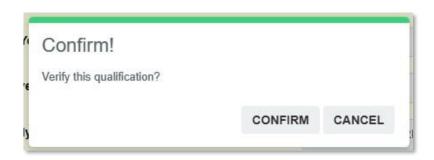


Diagram 173: Confirmation Message

• User click and academic qualification(s) is verified.

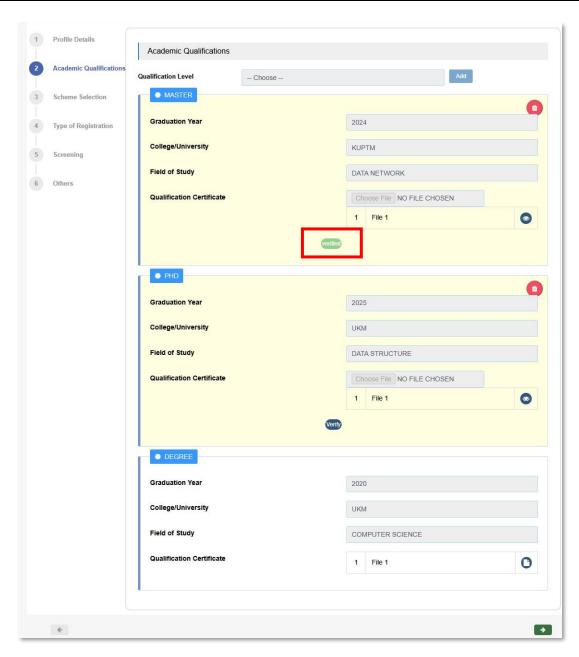
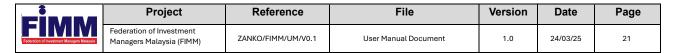


Diagram 174: Academic Qualification section after Verification

a. If user click cancel , system will stay at current page.

iii. Scheme Selection

- a. Registration Status
- b. Distribution Point
- c. Distributor Selection



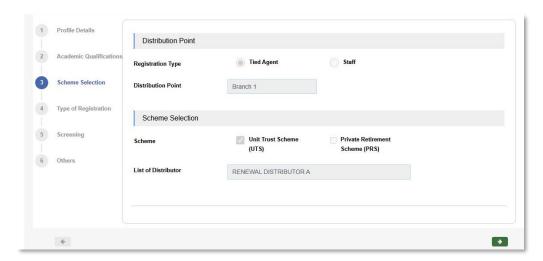


Diagram 175: Scheme Selection section

iv. Type Of Registration

a. Examination

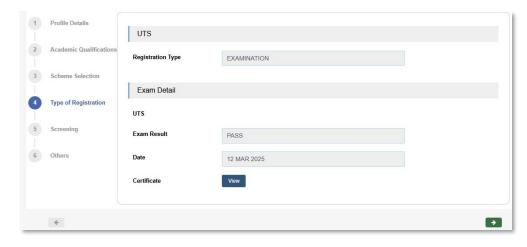
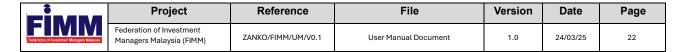


Diagram 176: Type of Registration – Examination

b. Exemption



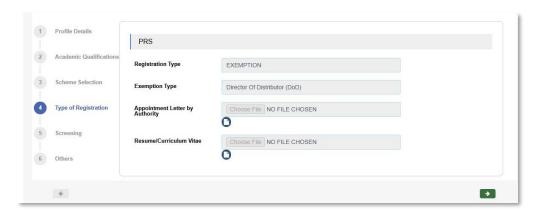


Diagram 177: Type of Registration – Exemption

v. Screening

- a. CAS Screening (Clear/whitelist/Under Investigation/Watchlist/Barred/Suspension Under Investigation/Suspension Sanctioned/Blacklist
- b. Bankruptcy Screening (Clear/Bankrupted)

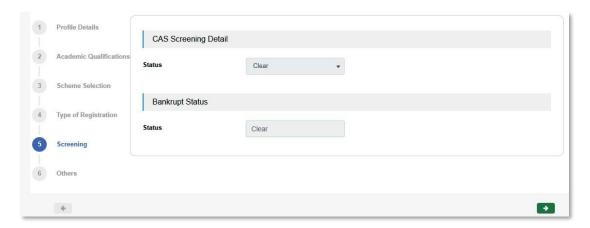


Diagram 178: Screening Section

vi. Others

- a. Supporting Document
- b. Signed Consent Form
- c. Declaration

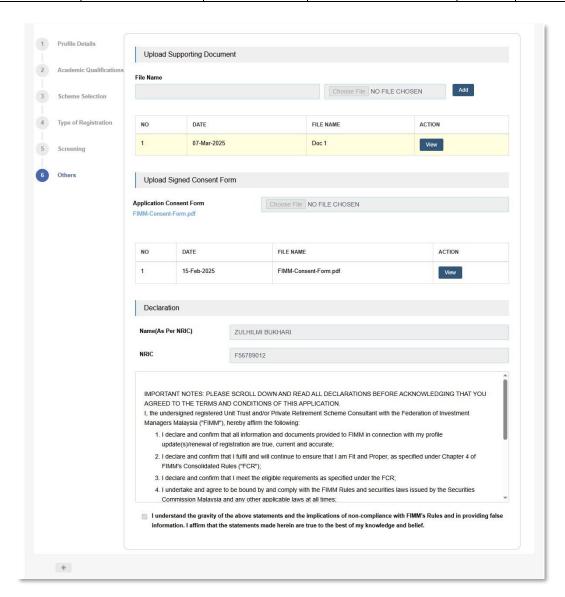


Diagram 179: Others Section

vii. Comment

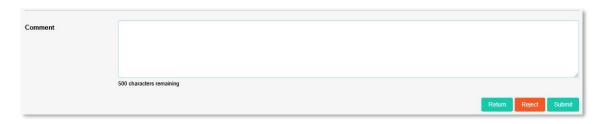
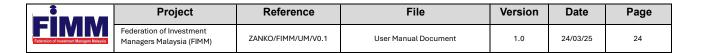


Diagram 180: Comment Box



11. To return the application:

i. Consultant Maker key-in comment box and click button . System will prompt message "Confirm to proceed?"



Diagram 181: Confirmation Message

- ii. User click button . System will return the application back to Consultant with status "Returned". System will navigate back to list of applications.
- iii. System will show error message if user does not key-in the comment box.



Diagram 182: Error Message

- 12. To reject the application, user click button
 - i. System will prompt message "Confirm to proceed?". User click button



Diagram 183: Confirmation Message

ii. System will display popup for user to key-in ground of rejection for rejecting consultant application.



Diagram 184: Grounds of Rejection

iii. System will show error message if user does not key-in the ground of rejection.



Diagram 185: Error Message

iv. User fill Grounds of Rejection and click change to "Rejected".

13. To submit the application, Consultant Maker click button

Submit

YES

System will prompt message "Confirm to proceed?" and user click



Diagram 186: Confirmation Message

ii. System will display successful application message and system will navigate back to list of applications. Application status change to "Pending Approve - Consultant Approver".

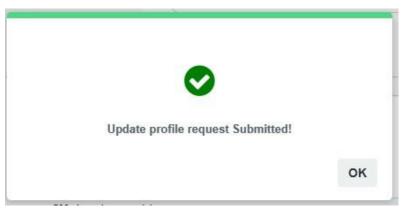


Diagram 187: Successful Application Message

Returned – Consultant Approver

i.

- 1. In List of Profile Update application under column Action, Consultant Maker click
- button at application with status "Returned Consultant Approver".



Diagram 188: List of Applications

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2. System will display previously submitted application. Consultant Maker only able to edit for unverified verification of academic qualification and bankruptcy upload file.

Anything else related to consultant must be returned to consultant to

be edited, i. Profile Details

- a. Name
- b. NRIC/Passport No
- c. Nationality
- d. Date Of Birth
- e. Age
- f. Race
- g. Gender
- h. Address
- i. Postcode
- j. City
- k. State
- I. Phone Number
- m. Alt Phone Number
- n. Email Address
- o. Photo
- ii. Academic Qualification.
 - a. Qualification Level
 - SPM/SVM
 - STPM/STAM
 - Diploma
 - Degree
 - Master
 - PhD
 - b. Consultant Maker can verify / edit for unverified verification of academic qualification for CTC verification by clicking the

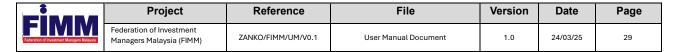


- iii. Scheme Selection
 - a. Registration Status

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- Staff
- Tied Agent
- b. Distribution Point.
- c. Distributor Selection
- iv. Type Of Registration
 - a. Examination
 - b. Exemption
- v. Screening
 - a. CAS Screening (Clear/whitelist/Under
 Investigation/Watchlist/Barred/Suspension Under
 Investigation/Suspension Sanctioned/Blacklist)
 - b. Bankruptcy Screening (Clear/Bankrupted)
 - If the consultant already failed bankruptcy screening, user able to upload release letter of bankruptcy for consultant to uplift the bankruptcy status
- vi. Others
 - a. Supporting Document
 - b. Signed Consent Form
 - c. Declaration
- vii. Return Comment (This field should have comment provided from Consultant

Approver)



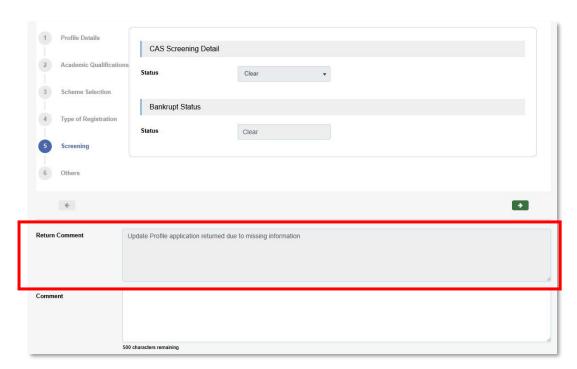


Diagram 189: Return Comment from Consultant Approver

Failed Bankruptcy Screening

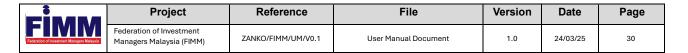
1. In List of Profile Update application under column Action, user click

button at application with status "Pending Review".



Diagram 190: List of Profile Update application

- 2. System will display previously submitted application and consultant:
 - i. Profile
 - ii. Academic Qualification
 - iii. Scheme Selection
 - iv. Type Of Registration
 - v. Screening
 - vi. Others



- 3. Under Screening section, user can view consultant applicant failed Bankruptcy Status.
 - i. User need to upload letter of release for the consultant to proceed with the application.

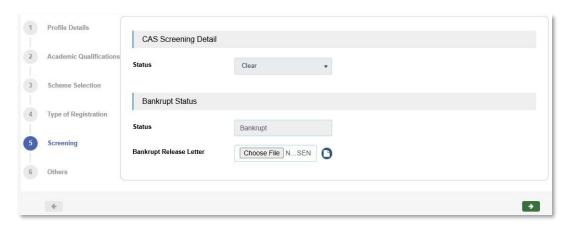
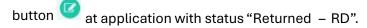


Diagram 191: Failed Bankruptcy Screening

Returned - RD

1. In List of Profile Update application under column Action, Consultant Maker click



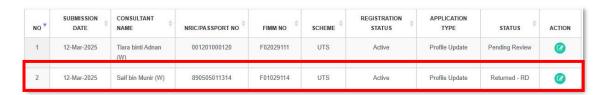


Diagram 192: List of Profile Update Applications

- 2. System will display previously returned application.
 - i. Profile Details
- a. Name
- b. NRIC/Passport No
- c. Nationality
- d. Date Of Birth
- e. Age
- f. Race
- g. Gender
- h. Address

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- i. Postcode
- j. City
- k. State
- I. Phone Number
- m. Alt Phone Number
- n. Email Address
- o. Photo
- ii. Academic Qualification:
 - a. Qualification Level
 - SPM/SVM
 - STPM/STAM
 - Diploma
 - Degree
 - Master
 - PhD
- b. Consultant Maker can verify / edit for unverified verification of academic qualification for CTC verification by clicking the

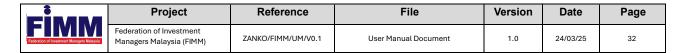


- iii. Scheme Selection
 - a. Registration Status
 - b. Distribution Point
 - c. Distributor Selection
- iv. Type Of Registration
 - a. Examination
 - b. Exemption
- v. Screening
 - a. CAS Screening (Clear/whitelist/Under

Investigation/Watchlist/Barred/Suspension – Under

Investigation/Suspension – Sanctioned/Blacklist

- b. Bankruptcy Screening (Clear/Bankrupted)
- vi. Others
 - a. Supporting Document
 - b. Signed Consent Form



c. Declaration vii. Return Comment (This field should have comment provided by FIMM RD)

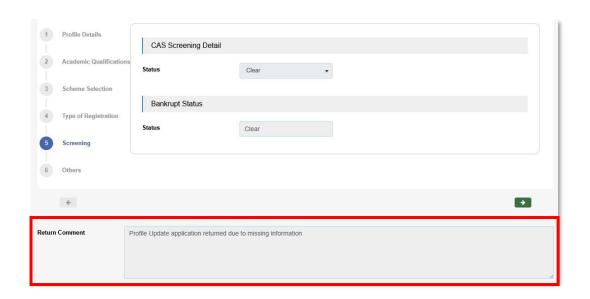
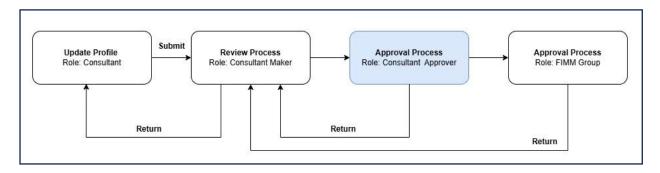


Diagram 193: Returned - RD

3.3.2 Approval Process by Consultant Approver

3.3.2.1 Process Flow



3.3.2.2 Manual Steps

1. Click menu 'Consultant'. System will display list of submenu for Consultant.

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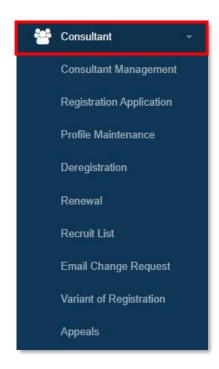
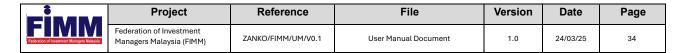


Diagram 194: Consultant Menu

2. Click submenu 'Profile Maintenance'.



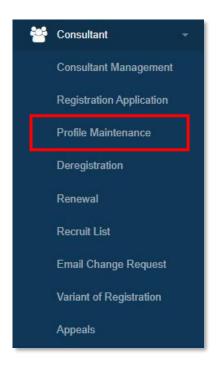


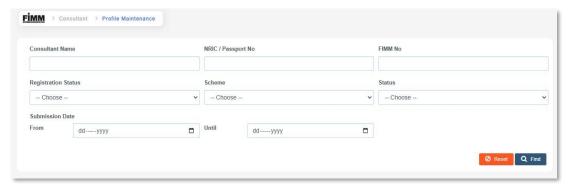
Diagram 195: Submenu 'Profile Maintenance'

3. System will display List of Profile Update application

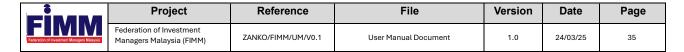


Diagram 196: List of Profile Update application

4. Consultant Approver can filter the list



- 5. System will display List of Profile Update application based on the filtering.
- 6. User can choose total records to display per page from dropdown. System will display the list based on total records choose.



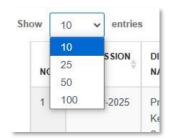


Diagram 197: Entries

7. Consultant Approver can click button 'Previous' or 'Next' to navigate to next listing page.



Diagram 198: Pagination

8. User can filter the list by keyword by inputting the keyword in search box. System will display record which contain the keyword.



Diagram 199: Keyword Search

9. In List of Profile Update application under column Action, Consultant Approver click

button at application with status "Pending Approv e _ Consultant Approver".



Diagram 200: List of Profile Update application

10. System will display previously submitted application,

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i. Profile Details

Malaysian

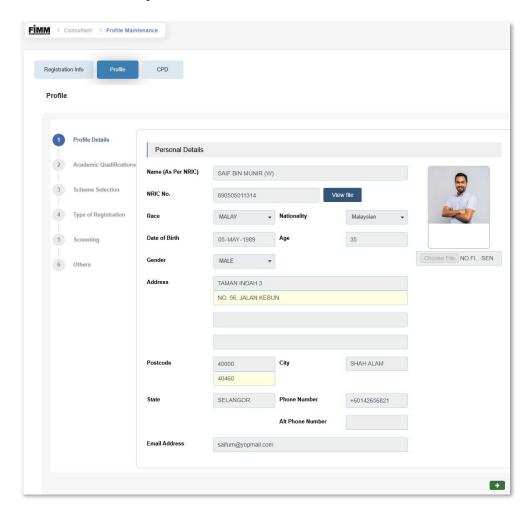


Diagram 201: Malaysian Profile Details section

Non - Malaysian

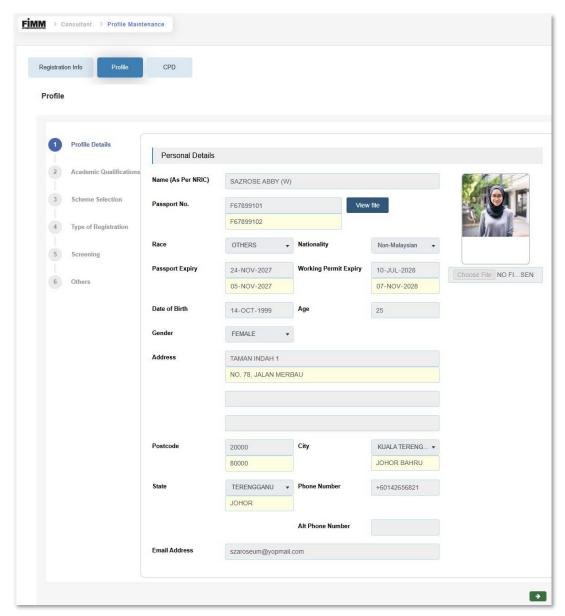


Diagram 202: Non - Malaysian Profile Details section

ii. Academic Qualification:

- a. SPM/SVM
- b. STPM/STAM
- c. Diploma
- d. Degree
- e. Master
- f. PhD

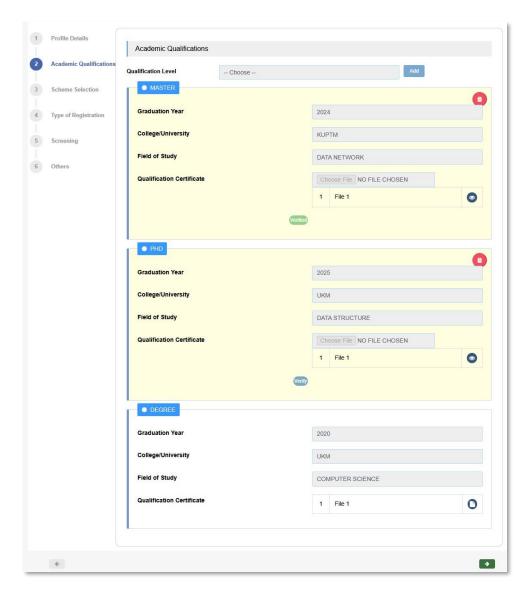
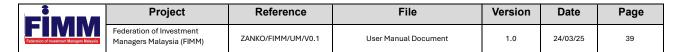


Diagram 203: Academic Qualification section

iii. Scheme Selection

- a. Registration Status
- b. Distribution Point
- c. Distributor Selection



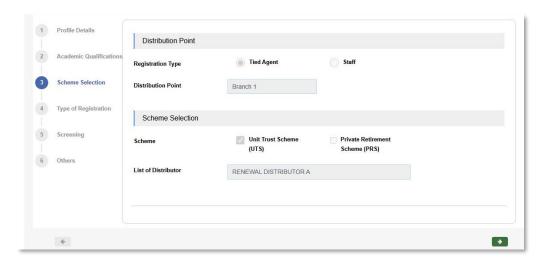


Diagram 204: Scheme Selection section

iv. Type Of Registration

a. Examination

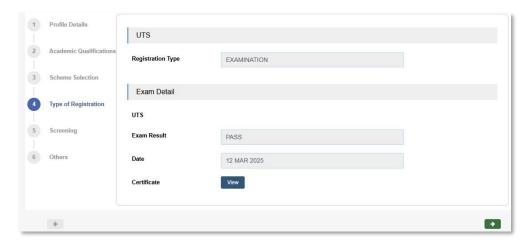


Diagram 205: Type of Registration – Examination

b. Exemption

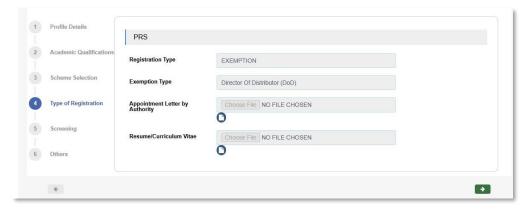


Diagram 206: Type of Registration – Exemption

FEDERAL MANAGERS Malaysia	Project	Reference	File	Version	Date	Page
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v. Screening

- a. CAS Screening (Clear/whitelist/Under Investigation/Watchlist/Barred/Suspension Under Investigation/Suspension Sanctioned/Blacklist
- b. Bankruptcy Screening (Clear/Bankrupted)

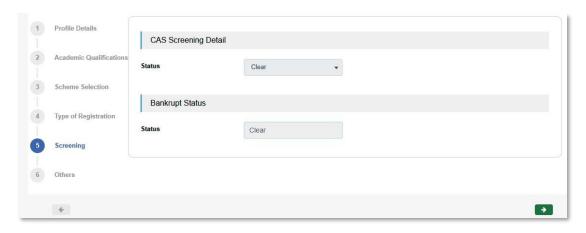


Diagram 207: Screening Section

vi. Others

- a. Supporting Document
- b. Signed Consent Form
- c. Declaration

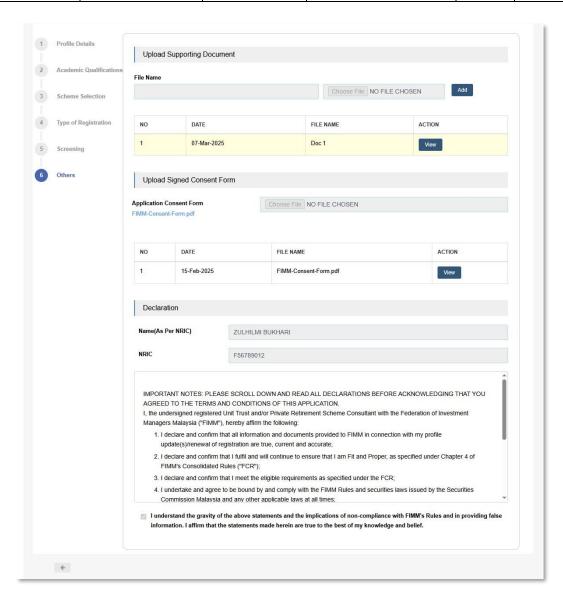


Diagram 208: Others Section

vii. Comment

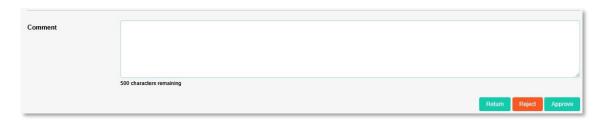


Diagram 209: Comment section

Federation of Investment Managers Malaysia	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V0.1	User Manual Document	1.0	24/03/25	42

11. To return the application,

i. Consultant Approver key-in comment box and click button

Return . System will prompt message "Confirm to proceed?"



Diagram 210: Confirmation Message

ii. User click button . System will prompt successful message and return the application back to Consultant Maker with status "Returned – Consultant Approver". System will navigate back to list of applications.

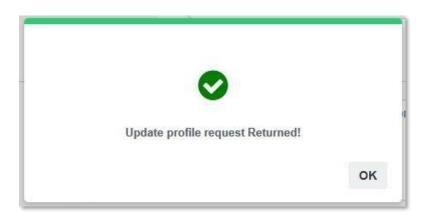


Diagram 211: Successful Message

iii. System will show error message if user does not key-in the comment box.



Diagram 212: Error Message

	Project	Reference	File	Version	Date	Page
Federation of Investment Managers Malaysia	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V0.1	User Manual Document	1.0	24/03/25	43

12. To reject the application, user click button

i. System will prompt message "Confirm to proceed?". User click button





Diagram 213: Confirmation Message

ii. System will display popup for user to key-in ground of rejection for rejecting consultant application.



Diagram 214: Grounds of Rejection

iii. System will show error message if user does not key-in the ground of rejection.



Diagram 215: Error Message

-inana	Project	Reference	File	Version	Date	Page
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iv. User fill Grounds of Rejection and click change to "Rejected".

13. To approve the application, Consultant Approver click button



Diagram 216: Confirmation Message

ii. System will display successful application message and system will navigate back to list of applications. Application status change to "Submitted".

i.

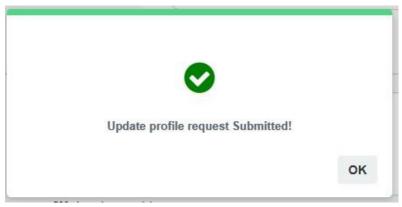


Diagram 217: Successful Application Message

Failed Bankruptcy Screening

1. In List of Profile Update application under column Action, user click button at application with status "Pending Approve – Consultant Approver".





Diagram 218: List of Profile Update application

- 2. System will display previously submitted application and consultant:
 - i. Profile
 - ii. Academic Qualification
 - iii. Scheme Selection
 - iv. Type Of Registration
 - v. Screening
 - vi. Others
- 3. Under Screening section, user can view consultant applicant failed Bankruptcy Status.
 - i. User must approve the application submitted by Consultant Maker to re-direct the submission to RD.

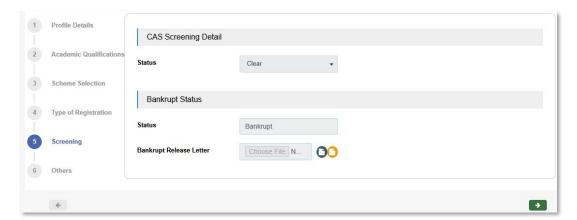
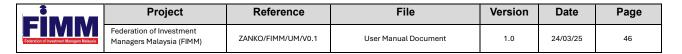


Diagram 219: Failed Bankruptcy Screening

Returned - RD

1. In List of Profile Update application under column Action, Consultant Approver click





button at application with status "Returned – RD".

NO ▼	SUBMISSION DATE	CONSULTANT PARE	NRIC/PASSPORT NO	FIMM NO	SCHEME .	REGISTRATION STATUS	APPLICATION TYPE	STATUS	ACTION
1	12-Mar-2025	Tiara binti Adnan (W)	001201000120	F02029111	UTS	Active	Profile Update	Returned - RD	•
2	12-Mar-2025	Saif bin Munir (W)	890505011314	F01029114	UTS	Active	Profile Update	Pending Approve - Consultant Approver	Ø

Diagram 220: List of Profile Update Applications

- 2. System will display previously returned application.
 - i. **Profile Details**
- a. Name
- b. NRIC/Passport No
- c. Nationality
- d. Date Of Birth
- e. Age
- f. Race
- g. Gender
- h. Address
- i. Postcode
- j. City
- k. State
- I. Phone Number
- m. Alt Phone Number
- n. Email Address
- o. Photo ii. Academic Qualification:
- SPM/SVM a.
- STPM/STAM b.
- Diploma C.
- d. Degree
- Master e.
- f. PhD
- Scheme Selection iii.
 - Registration Status a.
 - b. **Distribution Point**
 - Distributor Selection C.

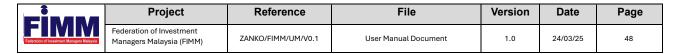
FEMAL Federation of Investment Managers Malaysia	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V0.1	User Manual Document	1.0	24/03/25	47

- iv. Type Of Registration
 - a. Examination
 - b. Exemption
- v. Screening
 - a. CAS Screening (Clear/whitelist/Under

Investigation/Watchlist/Barred/Suspension – Under

Investigation/Suspension-Sanctioned/Blacklist

- b. Bankruptcy Screening (Clear/Bankrupted)
- vi. Others
 - a. Supporting Document
 - b. Signed Consent Form
 - c. Declaration



vii. Return Comment (This field should have comment provided by FIMM RD)

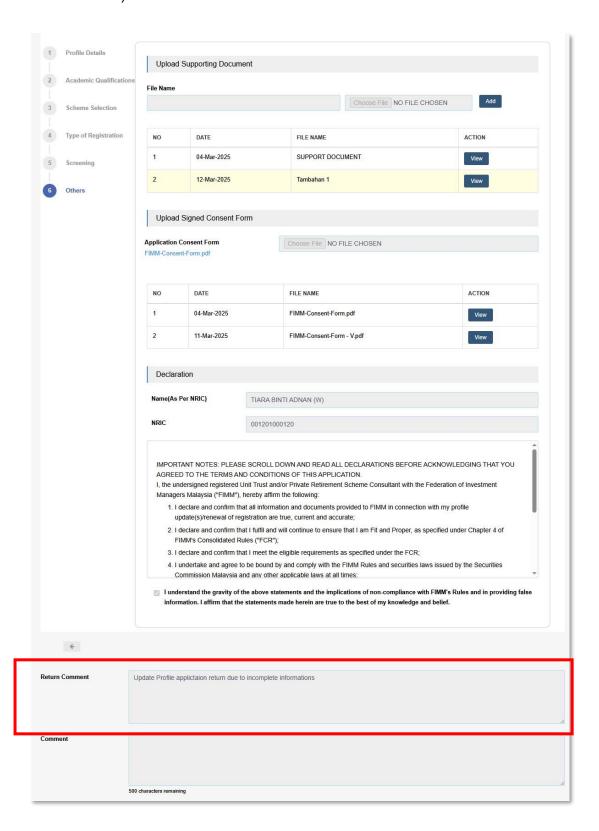


Diagram 221: Returned - RD