




USER MANUAL

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

**MODULE: CONSULTANT MANAGEMENT
(APPEAL FOR FEE WAIVER)
GROUP: CONSULTANT**


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	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

ACRONYM	DESCRIPTION
CAS	Consultant Alert
CEILLI	Certificate Examination in Investment-Linked Life Insurance


Table 1: Acronym Table

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ABBREVIATIONS ROLE

Abbreviation	DESCRIPTION
SYS	SYSTEM
C-CLRK	Consultant Applicant
C-CON	Consultant
C-APP	Consultant Applicant

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.

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.

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:


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

Steps to Open the FCS System Website:

1. **Launch your web browser** (Google Chrome, Mozilla Firefox, Microsoft Edge, etc.)
2. **Enter the FCS System URL** in the address bar and press **Enter**.
3. 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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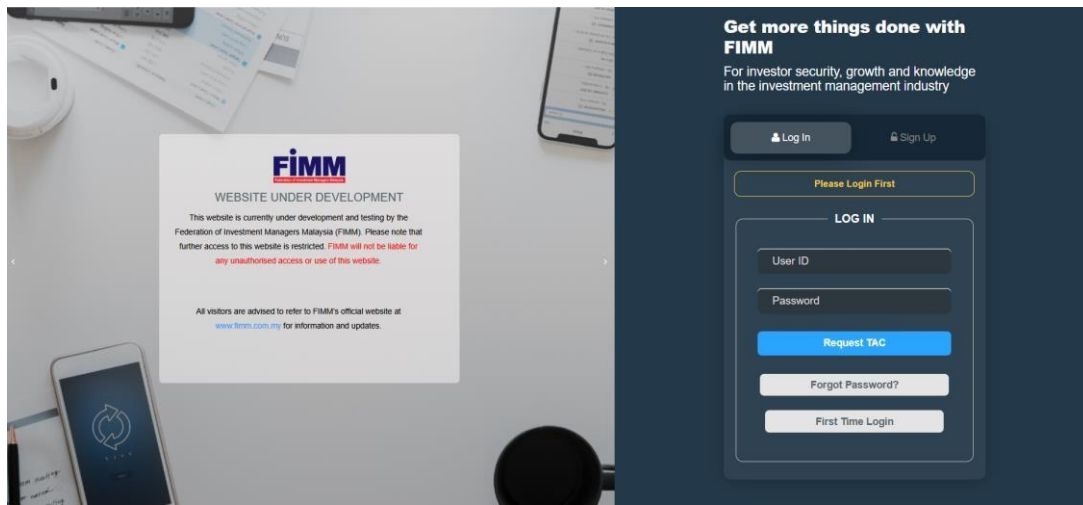


Diagram 1: FCS Homepage

Display **Enter Your Credentials**

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

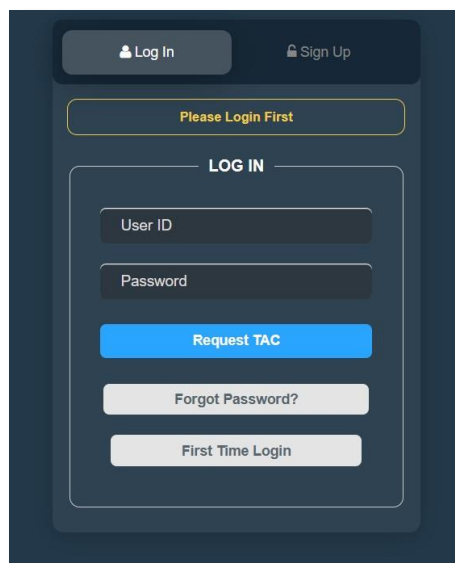



Diagram 2: Log in Display

Successful Login

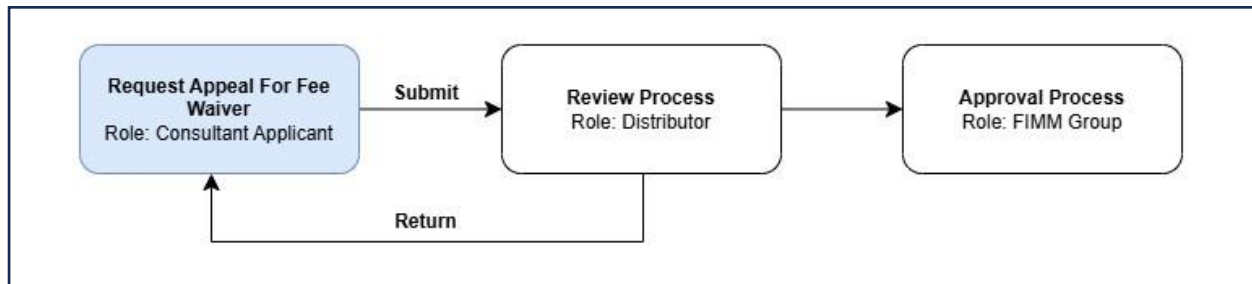
5. Click **Login** button and the system will be redirected to the FCS System dashboard.

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3.8 Appeal for Fee Waiver

3.8.1 Request Appeal Fee Waiver by Consultant Applicant

3.8.1.1 Process Flow



3.8.1.2 Manual Steps

1. Click Application Status submenu under the Consultant menu.

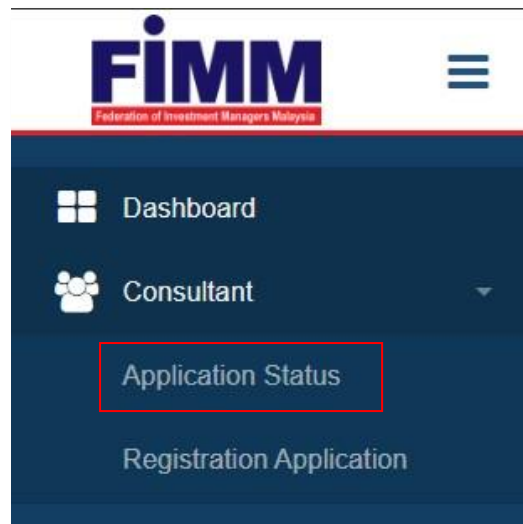


Diagram 247: Consultant Sub Menu

2. System will display consultant Application with column:
 - Submission Date
 - Distributor Name
 - Application Type
 - Status
 - Action

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Application Status

Show entries Search:

SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	SCHEME	STATUS	ACTION
05-Mar-2025 01:14:47pm	GAB PROD ADMIN MIX	Registration	PRS	Absent	Re-Sit Appeal Fee Waiver

Showing 1 to 1 of 1 entries

Previous **1** Next

Diagram 248: Application Status

3. Click **Appeal Fee Waiver** and system will display following details on the Appeal Fee Waiver tab.

Profile **Appeal Fee Waiver**

Consultant Details

Distributor Name: GAB PROD ADMIN MIX

Candidate Name: Haim bin Idris (R)

NRIC/Passport No: 940404045004

Exam Details

Exam No: 2025028001

Exam Type: Computerized Private Retirement Scheme Examination

Exam Result: Absent

Centre Name: AICNE I 1

Session Date: 05-Mar-2025

Session Time: 3:00 pm

Time Started: -

Time Finished: -

Duration Taken Minutes: -

Last Date to Appeal: 25-Mar-2025

Exam approval date from POS (for testing): 05-Mar-2025

Fee waiver status expired date (for testing): -


Appeal


Grounds For Appeal*

200 characters max

Upload Supporting Document*

Diagram 249: Appeal for Fee Waiver Tab

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4. User need to fill in the required fields:
 - i. Grounds For Appeal
 - ii. Upload Supporting Document (Can upload multiple)
5. To submit the application, user click 
 - i. System will prompt confirmation message.

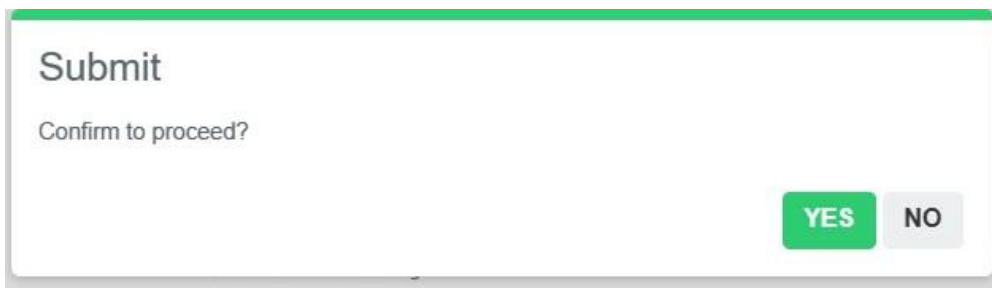


Diagram 250: Confirmation to Proceed Message


- ii. If user click ,
 - a. If the mandatory field has not been filled, system will prompt a warning message.



Diagram 251: Mandatory Field Required Message

- b. If the field has been filled in, system will prompt a success message.





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Diagram 252: Success Message

- c. Click , user will be redirect to Application Status Page.

Application Status

Show entries


Search:

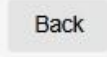
SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	SCHEME	STATUS	ACTION
24-Sep-2024 11:09:58am	GAD PRSP	Registration	PRS	Absent	
07-Mar-2025 09:46:29am	GAD PRSP	Appeal Fee Waiver	PRS	Submitted	

Showing 1 to 2 of 2 entries

Previous Next

Diagram 253: Appeal for Fee Waiver Application Status

- iii. If user click , system will close the message and stay at current page.

6. If user click , user will be redirect to the previous page(Application Status).

Returned by Distributor

1. Click Application Status under the Consultant submenu.

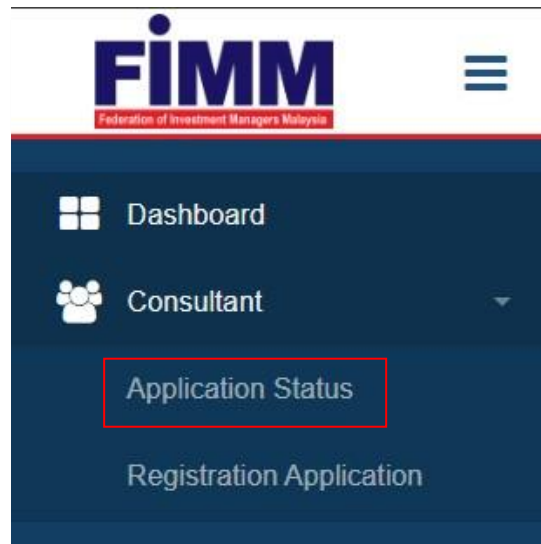


Diagram 254 Appeal Exam Result Sub Menu

2. System will display previously submitted Appeal Fee Waiver application. (Status: Returned)

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Application Status

Show entries Search:





SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	SCHEME	STATUS	ACTION
04-Feb-2025 03:50:30pm	GAB Kenanga SDN BHD	Registration	UTS	Absent	
05-Feb-2025 12:22:32pm	GAB Kenanga SDN BHD	Appeal Fee Waiver	UTS	Returned	

Diagram 255: Appeal Fee Waiver Application Status - Returned

3. Click  under Action column.
5. System will display previously submitted application and consultant applicant can edit necessary details:
 - i. Grounds For Appeal
 - ii. Upload Supporting Document (Can upload multiple)
4. System will also display comment from Distributors.

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Profile
Appeal Fee Waiver

Consultant Details

Distributor Name	GAB Kenanga SDN BHD
Candidate Name	CONS ABSENT SYARUL 04
NRIC/Passport No	981201125752

Exam Details

Exam No	2025001842
Exam Type	FIMM Computerised Examination
Exam Result	Absent
Centre Name	ZUL - UNTUK TEST EXAM
Session Date	04-Feb-2025
Session Time	9:00 am
Time Started	-
Time Finished	-
Duration Taken Minutes	-
Last Date to Appeal	25-Feb-2025
Exam approval date from PDS (for testing):	04-Feb-2025
Fee waiver status expired date (for testing):	-

Appeal







Grounds For Appeal*

submit from consultant

478 characters remaining

Upload Supporting Document*

Choose file to upload

1738729337_testdata1.pdf	 	1738729337_testdata2.pdf	 
Exemption Cert.pdf	 		

Comment

Appeal Fee Waiver application returned due to incomplete documents

934 characters remaining

Back
Submit

Diagram 256: Distributor Comment

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5. Consultant clicks  to re-submit the application.
 - i. System will prompt message “Confirm to proceed?”.

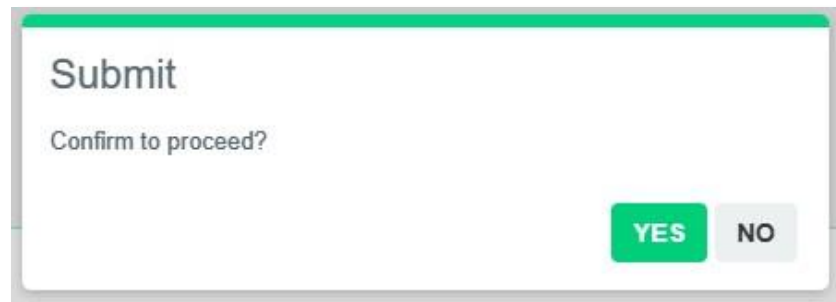



Diagram 257: Confirmation Message

- ii. User click . System will display successful message.

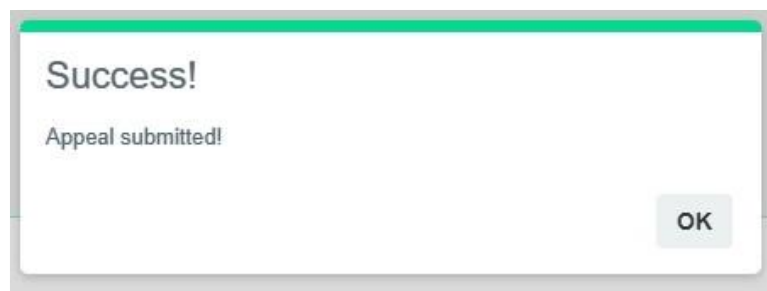




Diagram 258: Successful Message

- iii. Click , system back to Application Status and Status change to ‘Submitted’.

Application Status						
Show	10	entries	Search: <input type="text"/>			
SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	SCHEME	STATUS	ACTION	
04-Feb-2025 03:50:30pm	GAB Kenanga SDN BHD	Registration	UTS	Absent		
05-Feb-2025 12:22:32pm	GAB Kenanga SDN BHD	Appeal Fee Waiver	UTS	Submitted		

Diagram 259: Submitted Appeal Fee Waiver Application Status

- iv. If user click , system will stay at current page.