



USER MANUAL

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

**MODULE: DISTRIBUTOR
(CESSATION/ WITHDRAWAL)
GROUP: DISTRIBUTOR**

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

Version History			
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0.1	24/02/2025	First draft	Zulhasnain Zul Ramli
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1.0	21/03/2025	Final document	Zulhasnain Zul Ramli

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ACRONYM

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
FIMM	Federation of Investment Managers Malaysia
FMS	Funds Malaysia System

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GM	General Manager
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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

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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
D-MKR	Distributor - Maker
D-CHK	Distributor - Approver
D-ADM	Distributor Administrator

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:

Email: itsupport@fimm.com.my

Website: <https://www.fimm.com.my/>

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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** (<https://www.fimm.com.my/>) 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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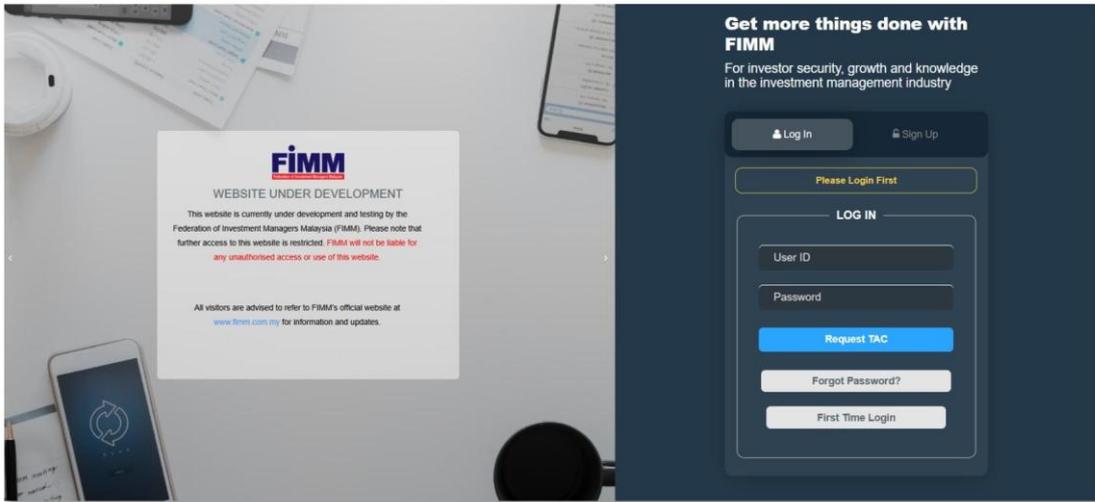


Diagram 1: FCS Homepage Display

Enter Your Credentials

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

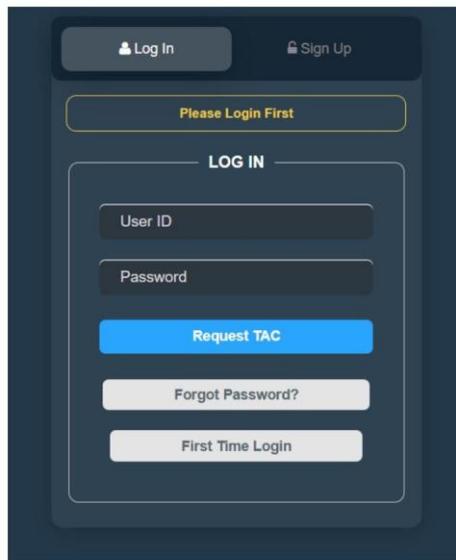


Diagram 2: Log in Display

Successful Login

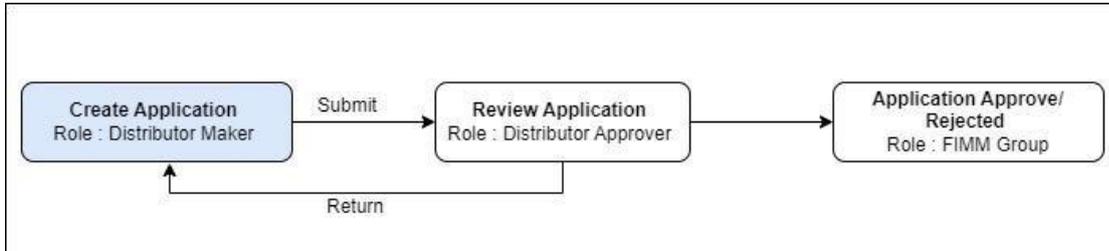
- Click  button and the system will be redirected to the FCS System dashboard.

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3.3 Cessation/ Withdrawal

3.3.1 Request for Cessation/Withdrawal by Distributor Maker

3.3.1.1 Process Flow



3.3.1.2 Manual Steps

1. Click the 'Distributor' menu, the system will display list of submenus under 'Distributor'.

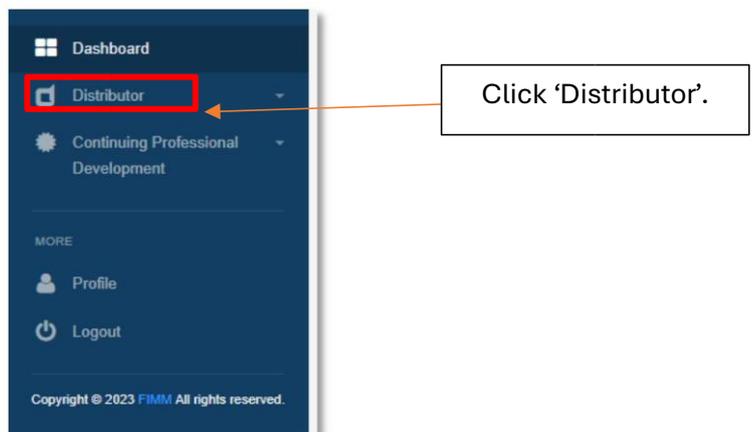


Diagram 224: Distributor Menu

2. Click the 'Profile Management' submenu, the system will display the Distributor Profile page.



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Diagram 225: Profile Management Submenu

3. Click the  (navigation menu) button.

Click 'Navigation Menu'.

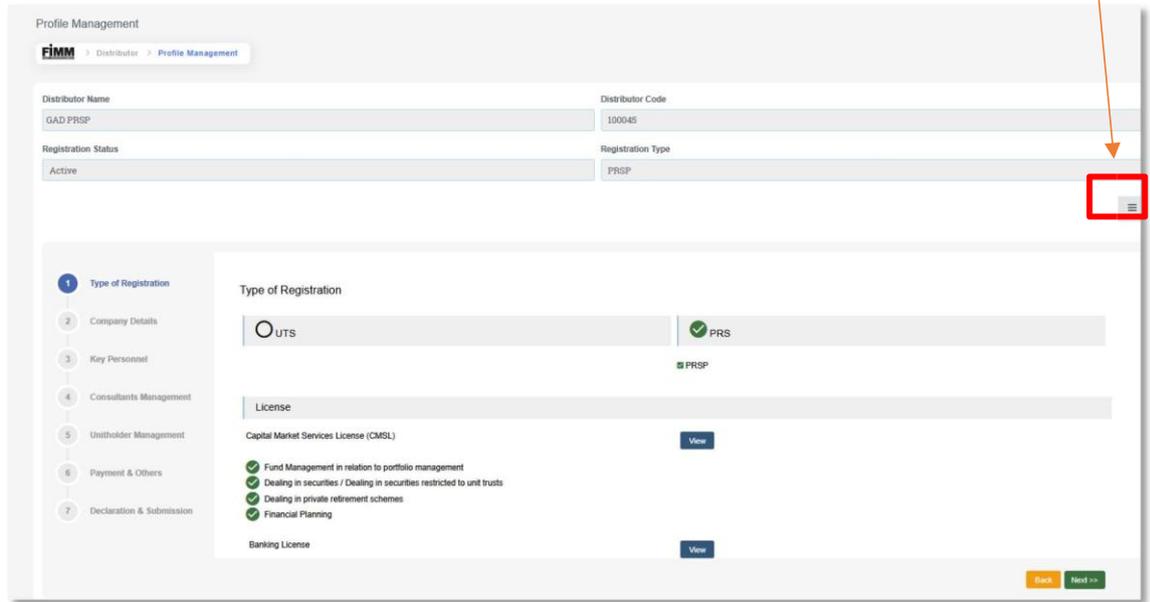


Diagram 226: Distributor Profile Page

4. The system will display a list of user actions. Then, click 'Cessation/Withdrawal'.



Diagram 227: List of User Actions

5. The system will display the cessation/withdrawal application form, which the user needs to fill in.

i. Cessation / Withdrawal Details

- Registration Type (non- active registration will be dimmed)
- Cessation Date (user can select a date starting from 14 business days onward)

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- Merger & Acquisition checkbox
- Legal Day One (1) (only appear if 'Merger & Acquisition' is checked)
- Reason for request
- Upload Supporting Document

Diagram 228: Cessation/Withdrawal Detail Form

ii. Company Bank Account Detail

- The 'Bank Name' field will be auto-populated.
- The 'Account Number' field will be auto-populated.
- The 'Reference' field will be auto-populated.
- Do you wish to change bank details for refund process? (Yes/No) iii. Pre-payment refund details (This section will appear if 'Yes' is selected).
- Bank Name
- Account Number
- Reference

Diagram 229: Pre-Payment Refund Details Form

iv. The user must tick the declaration checkbox.

Diagram 230: Declaration

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6. Click the 'Save Draft' button to store the entered data. The system will display a success message confirming that the data has been saved.



Diagram 231: Successful Message

7. Click the **Submit** button to submit the application form.
- i. If the detail is incomplete system will display a validation message if mandatory field is blank.

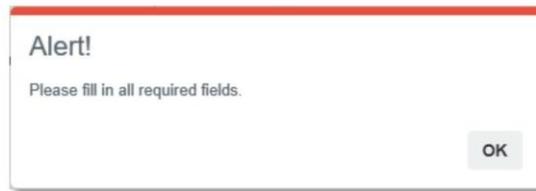


Diagram 232: Alert Message

- ii. If the detail is complete display a confirmation message "Confirm to proceed?".

- Click **YES** to proceed submit the request.
- Click **NO** to cancel the action.



Diagram 233: Confirmation Message

- iii. If 'Yes' is clicked, the system will display a success message: "Cessation request submitted!".

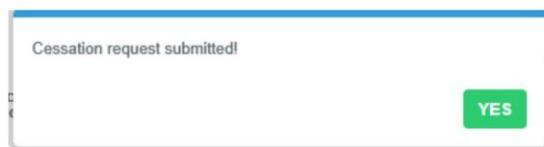


Diagram 234: Successful Message

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8. The status will change to *'Pending Review'* in the Application Status submenu.
(Filter application type by Cessation/Withdrawal)

List of Application Status

FIMM > Distributor > New Registration > List of Application Status

Application Type: Status:

Submission Date: From Date: To Date:

Show entries Search:

NO	SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	STATUS	ACTION
1	04-Mar-2025	GAD PRSP	Cessation/Withdrawal	Pending Review	
2	04-Mar-2025	GAD PRSP	Cessation/Withdrawal	Draft	

Showing 1 to 2 of 2 entries

Diagram 235: List Application Status

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3.3.2 Review Cessation by Distributor Approver

3.3.2.1 Process Flow



3.3.2.2 Manual Steps

1. Click the 'Distributor' menu, the system will display list of submenus under 'Distributor'.



Diagram 236: Distributor Menu

2. Click the 'Application Status' submenu, the system will display list of application status.



Diagram 237: Application Status Submenu

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3. The user can filter the list by:
 - i. Application Type
 - ii. Status
 - iii. Submission Date

Diagram 238: Application List Status

4. Choose 'Cessation/Withdrawal' from the 'Application Type' drop-down menu. Then, click the 'Find' button.

Diagram 239: Application List Status

5. Under column Action, click the  button.

NO	SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	STATUS	ACTION
1	04-Mar-2025	GAD PRSP	Cessation/Withdrawal	Pending Review	

Diagram 241: Application List Status

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6. The system will display previously submitted application and user unable to edit the details.

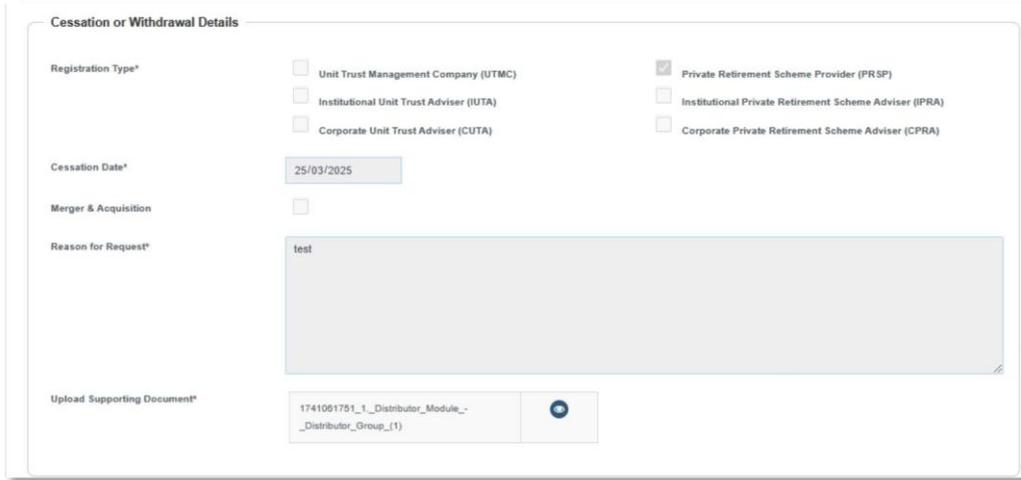



Diagram 241: Cessation/Withdrawal Form

7. The user can click the  button.

- i. Ensure the comment is clear and concise, within the 500-character limit.
- ii. The entered comment can be viewed by the Distributor Maker when the user returns the application.

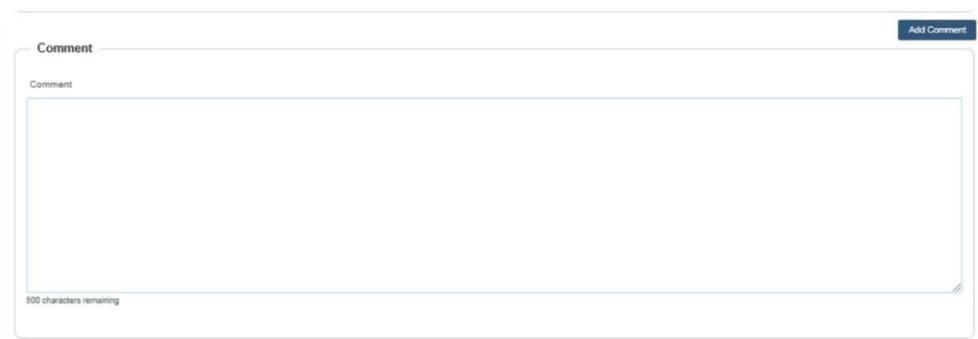


Diagram 242: Comment Box

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8. Click the **Back** button to return to the previous page.
 - i. System will display confirmation messages “Unsaved data will be lost. Do you want to continue?”.
 - Click **NO** to cancel the action.
 - Click **YES** to return to the previous page.

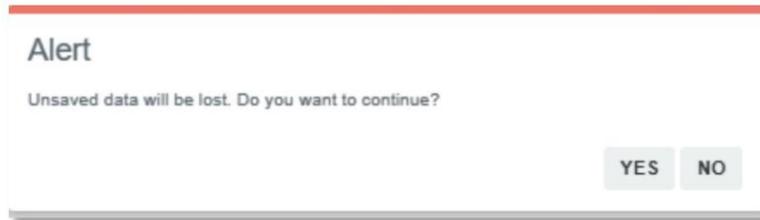


Diagram 243: Alert Message

9. Click the **Return** button to return the application to the Distributor Maker.
 - i. If the 'Add Comment' box is blank, the system will display the message: “Please fill in all required fields”



Diagram 244: Alert Message

- ii. Display popup message “Confirm to proceed?”.
 - Click **NO** to cancel the action.
 - Click **YES**, the system will display success message: “Cessation request returned!”.



Diagram 245: Confirmation Message

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Diagram 246: Successful Message

- iii. The status will change to 'Returned' in the application status submenu.

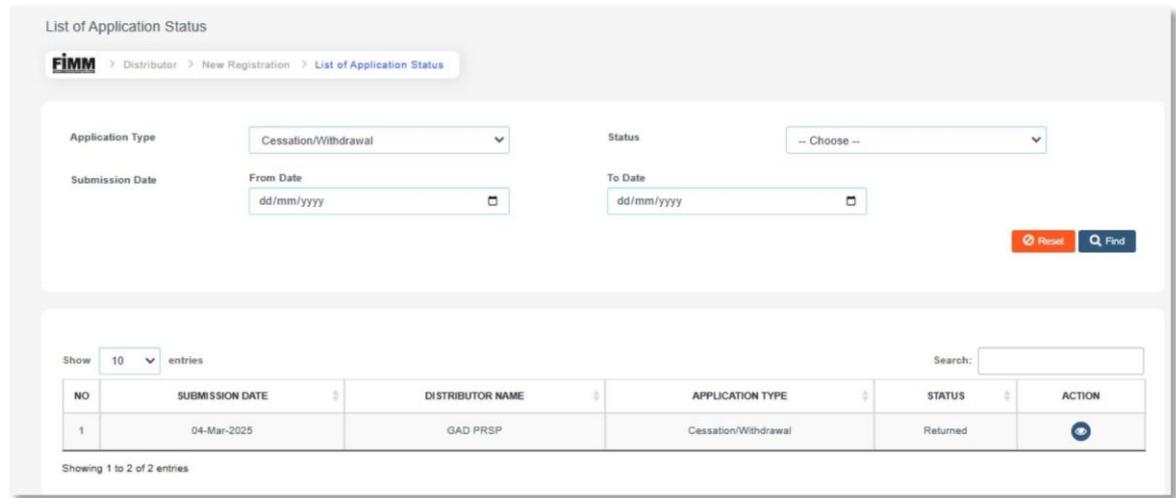


Diagram 247: Application Status

10. Click the **Submit** button to submit the application to the FIMM.
- i. Display confirmation message "Confirm to proceed?".



Diagram 248: Confirmation Message

- ii. If 'Yes' is clicked, the system will display success message "Cessation request submitted to FIMM!".



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Diagram 249: Successful Message

- iii. The status will change to 'Submitted' in the Application Status submenu, and this status will also be reflected for the Distributor Maker.

List of Application Status

FIMM > Distributor > New Registration > List of Application Status

Application Type: Cessation/Withdrawal

Status: -- Choose --

Submission Date: From Date: dd/mm/yyyy To Date: dd/mm/yyyy

Reset Find

Show 10 entries Search:

NO	SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	STATUS	ACTION
1	04-Mar-2025	GAD PRSP	Cessation/Withdrawal	Returned	
2	04-Mar-2025	GAD PRSP	Cessation/Withdrawal	Submitted	

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Diagram 250: Application Status