



**USER MANUAL**

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

**MODULE: DISTRIBUTOR  
(APPEAL FOR SUSPENSION/  
REVOCATION)  
GROUP: DISTRIBUTOR**

<b>AGENCY NAME</b>	<b>:</b>	<b>FEDERATION OF INVESTMENT MANAGERS MALAYSIA (FIMM)</b>
<b>DOCUMENT DATE</b>	<b>:</b>	<b>21/03/2025</b>
<b>DOCUMENT VERSION</b>	<b>:</b>	<b>V1.0</b>

	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	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.

Document Information	
<b>Project Name</b>	SUPPLY, DESIGN, DEVELOPMENT, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF REGISTRATION SOFTWARE FOR FEDERATION OF INVESTMENT MANAGERS MALAYSIA (FIMM)
<b>Document Name</b>	User Manual
<b>Document Reference No</b>	ZANKO/FIMM/UM/v1.0
<b>Property</b>	Zanko Sdn Bhd
<b>Document Date</b>	21/03/2025

 <b>FIMM</b> <small>Federation of Investment Managers Malaysia</small>	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	v

## DOCUMENT CONTROL

Version History			
Version No	Version Date	Summary	Writer
0.1	24/02/2025	First draft	Zulhasnain Zul Ramli
0.2	20/03/2025	Add user management and distribution point process	Zulhasnain Zul Ramli
1.0	21/03/2025	Final document	Zulhasnain Zul Ramli

	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	vi

## LIST OF TABLES

Table 1: Acronym Table.....	xviii
Table 2: Abbreviation Role Table .....	xix

 <b>FIMM</b> <small>Federation of Investment Managers Malaysia</small>	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	vii

## 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

	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	viii

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

	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	ix

SC	Security Commission Malaysia
SRFP	Shariah Registered Financial Planner
SRS	System Requirement Specification
<b>ACRONYM</b>	<b>DESCRIPTION</b>
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*

 <small>Federation of Investment Managers Malaysia</small>	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	x
 <small>Federation of Investment Managers Malaysia</small>	Managers Malaysia (FIMM)					

## ABBREVIATIONS ROLE

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

*Table 2: Abbreviation Role Table*

	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xi

## 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](mailto:itsupport@fimm.com.my)

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

 <small>Federation of Investment Managers Malaysia</small>	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xii

## 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**.

	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xiii

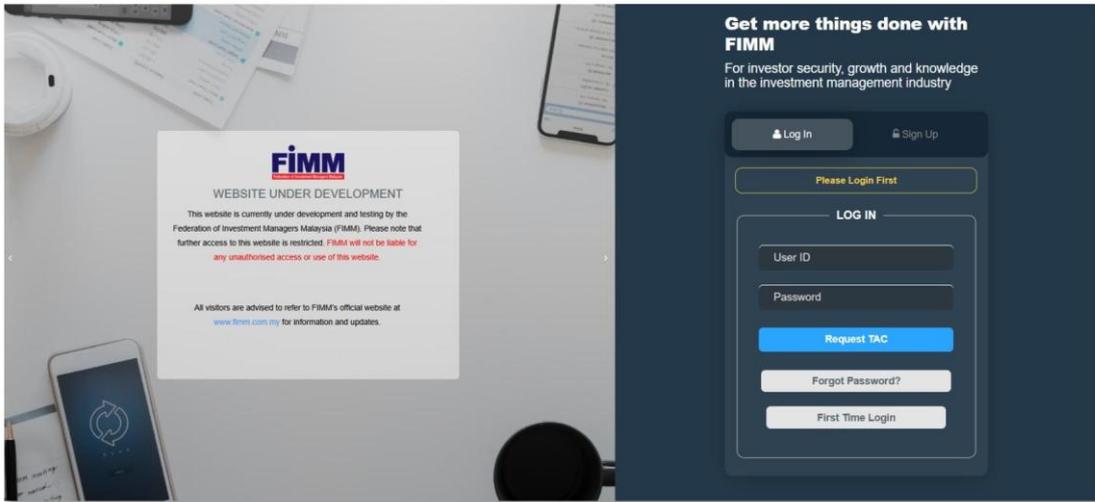


Diagram 1: FCS Homepage Display

## Enter Your Credentials

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

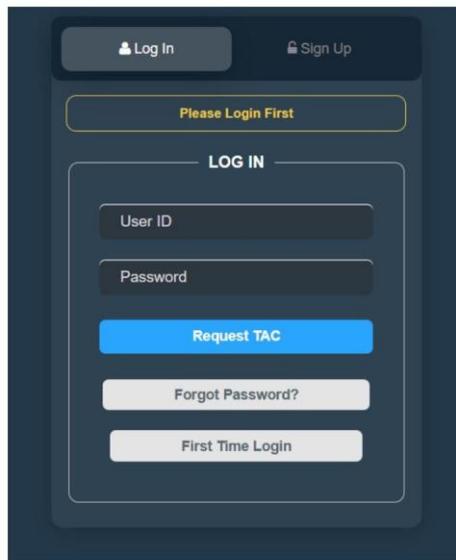


Diagram 2: Log in Display

## Successful Login

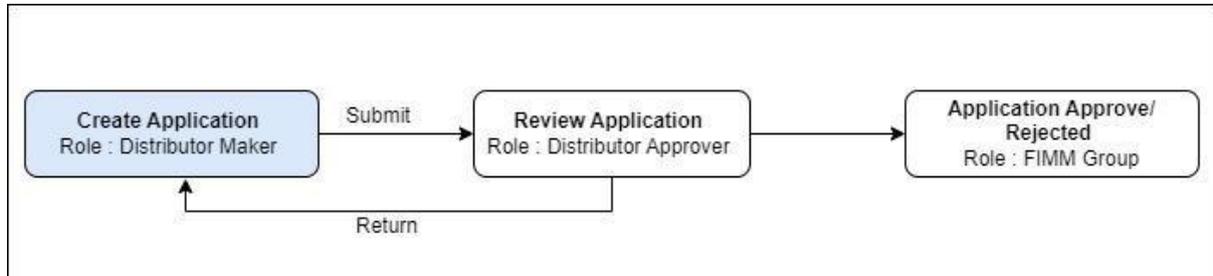
- Click  button and the system will be redirected to the FCS System dashboard.

	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xiv

### 3.7 Appeal for Suspension/ Revocation

#### 3.7.1 Appeal Request by Distributor Maker

##### 3.7.1.1 Process Flow



##### 3.7.1.2 Manual Steps

1. Click the Distributor menu. The system will display a list of sub menu Distributor.

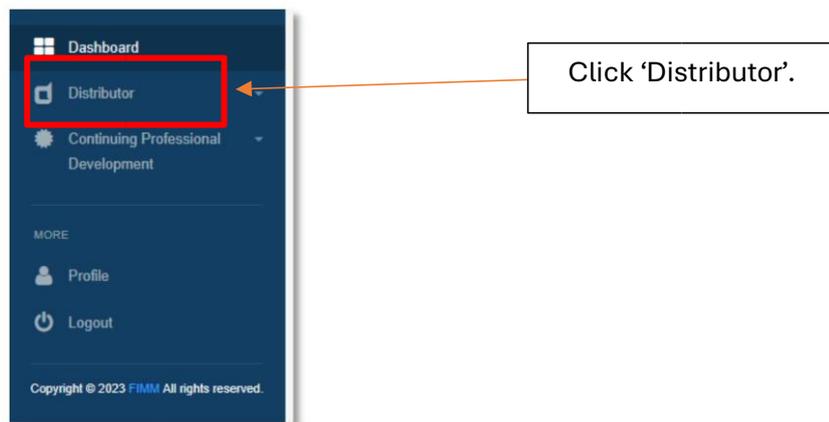
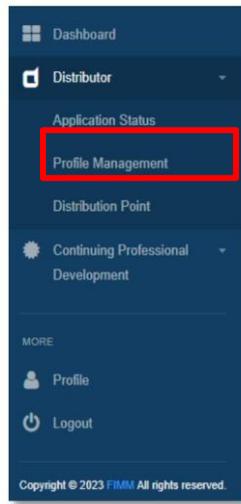


Diagram 333: Navigation Bar Display

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

FIMM	Project	Reference	File	Version	Date	Page
Federation of Investment Managers Malaysia (FIMM)	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xv



Click 'Profile Management'.

Diagram 334: Navigation Bar Display

3. Click (navigation menu) button.

Click 'Navigation Menu'.

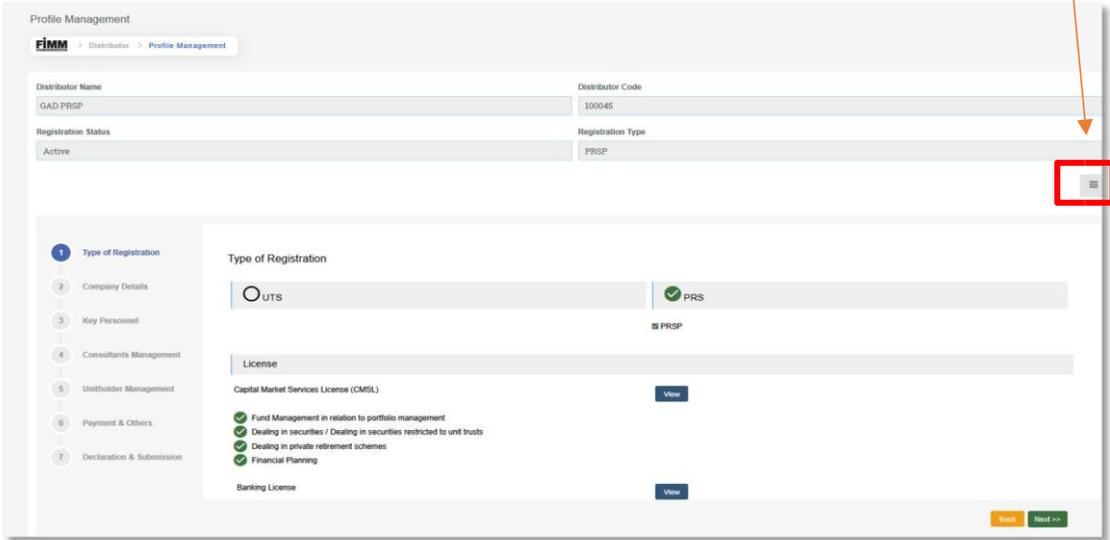
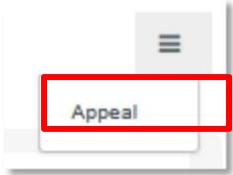


Diagram 335: Profile Management Page Display

4. The system will display list of user actions. Then, click Appeal.



Click 'Appeal'.

Diagram 336: Navigation Bar Display

 <small>Federation of Investment Managers Malaysia</small>	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xvi

5. The system will display successful message: “Are you sure you want to make an appeal?”

- i. If **YES**, the system will display a popup message “Successfully create appeal application” and redirect to appeal form. Then, click **YES** to proceed.



Diagram 337: Successful Message Display



Diagram 338: Confirmation Message Display

6. The system will display detail form need user to fill in.

- i. Suspension/Revocation details (Automatically populate from Suspension/Revocation)
  - Action Type
  - Effective Date
  - Grounds of Action
  - Document



Diagram 339: Application Form Display

- ii. Appeal details
  - Grounds for Appeal
  - Document(s)

 Federation of Investment Managers Malaysia (FIMM)	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xvii



Diagram 340: Application Form Display

7. Click the **Discard** button to discard the application.
  - i. The system will display popup message: “Discarded draft cannot be recovered. Do you want to continue?”. □ Click **NO** to cancel the action.
    - If **YES** is clicked, the system will display success message: “This application successfully discarded.”

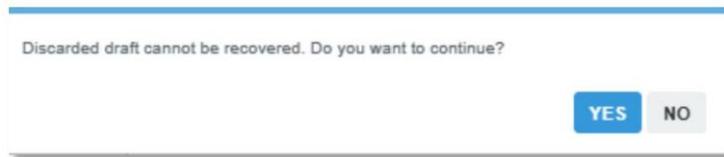


Diagram 341: Confirmation Message Display

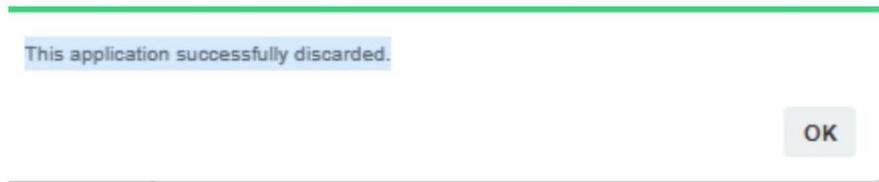


Diagram 342: Successful Message Display

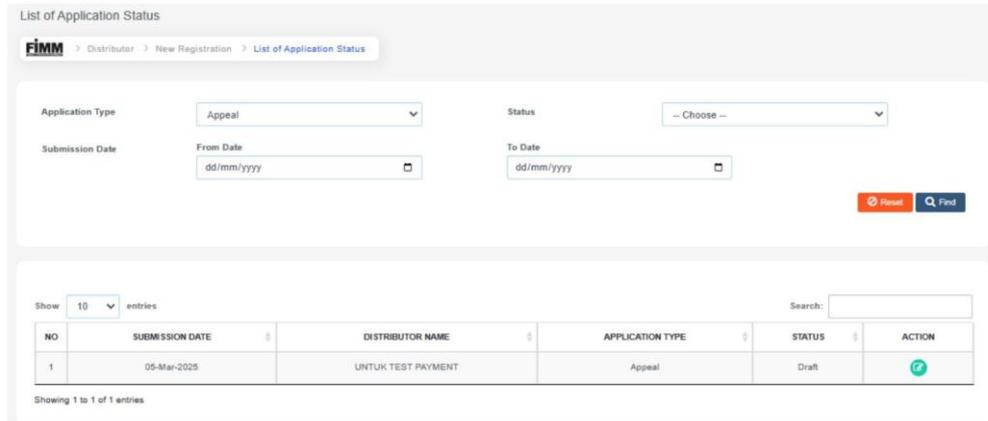
8. Click the ‘Save as Draft’ button to store the entered data. The system will display a success message confirming that the data has been saved.



Diagram 343: Successful Message Display

9. Status updated to ‘Draft’ in Application

 Federation of Investment Managers Malaysia (FIMM)	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xviii



List of Application Status

FIMM > Distributor > New Registration > List of Application Status

Application Type: Appeal | Status: -- Choose --

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

Show: 10 entries | Search: [ ]

NO	SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	STATUS	ACTION
1	05-Mar-2025	UNTUK TEST PAYMENT	Appeal	Draft	

Showing 1 to 1 of 1 entries

Status

Diagram 344: List Application Status Display

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



Please fill in all the required fields.

OK

Diagram 345: Alert Form Display

- ii. If the detail is complete, system will display popup message “Confirm to proceed?”.
    - Click **YES** to proceed submit the request.
    - Click **NO** to cancel the action.



Confirm to proceed?

YES NO

Diagram 346: Confirmation Message Display

12. If ‘Yes’ is clicked, the system will display success message: “Appeal submitted!”.

FIMM Federation of Investment Managers Malaysia	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xix



Diagram 347: Successful Message Display

### 13. Status changed to 'Pending Review' in Application Status.

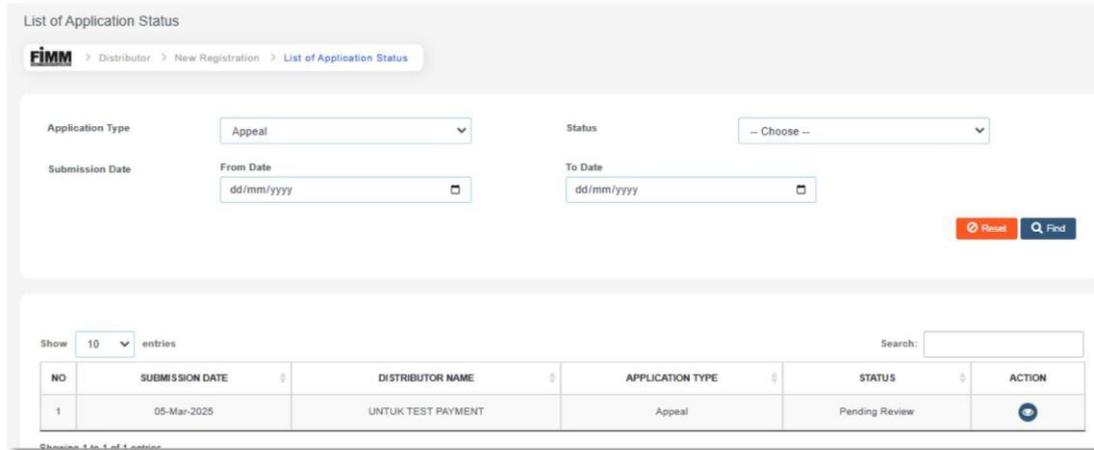
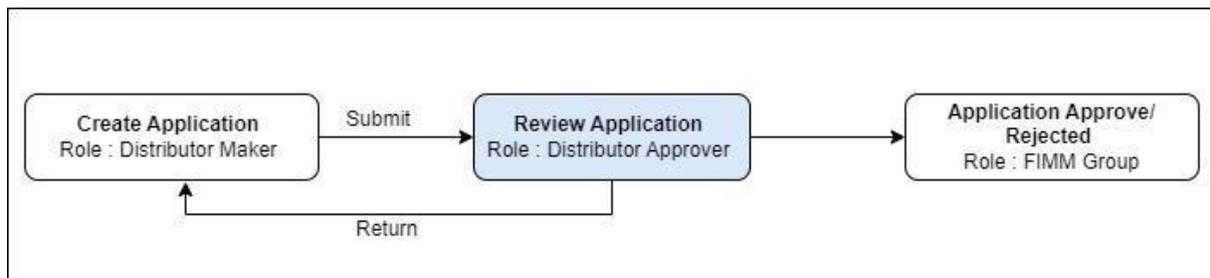


Diagram 348: List Application Status Form Display

## 3.7.2 Review Appeal by Distributor Approver

### 3.7.2.1 Process Flow



### 3.7.2.2 Manual Steps

1. Click the Distributor menu, the system will display a list of sub menu Distributor.

	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xx

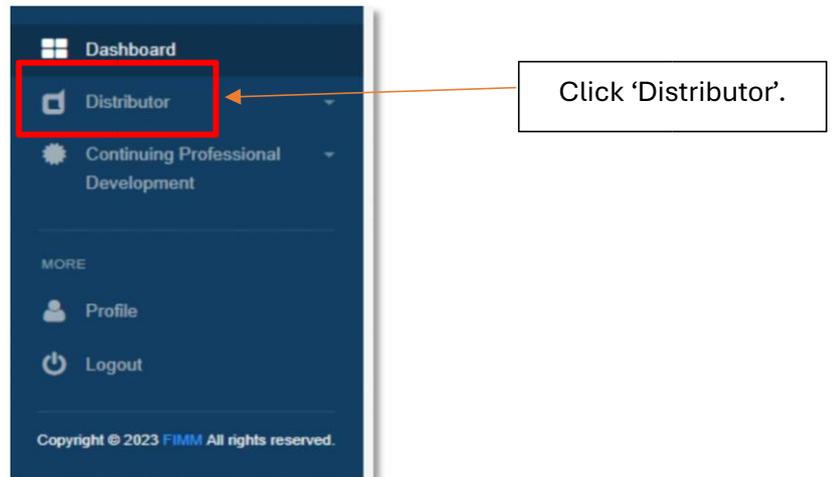


Diagram 349: Navigation Bar Display

2. Click the Application Status submenu, the system will display List of Application Status.

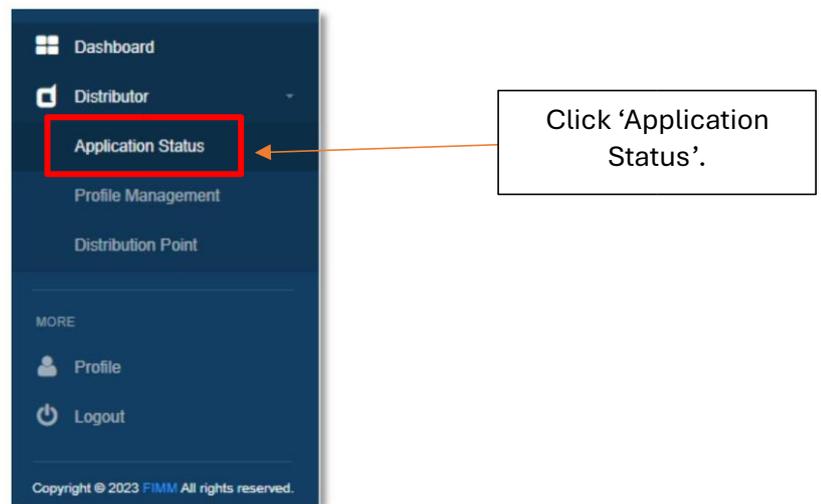
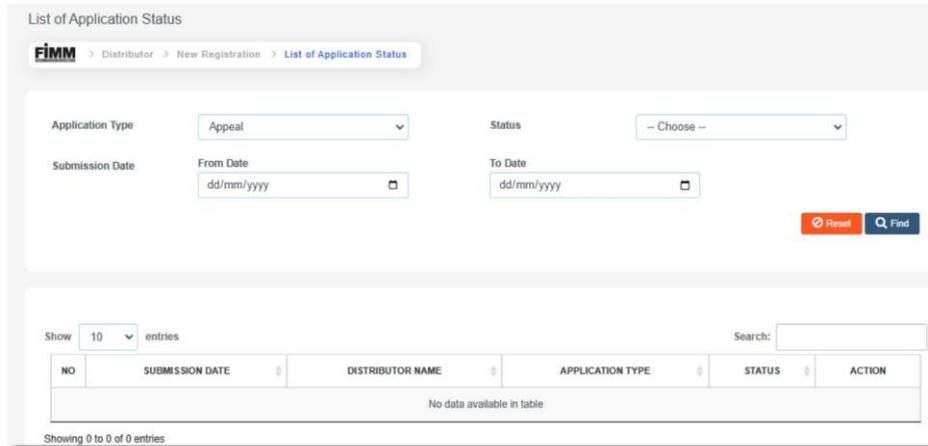


Diagram 350: Navigation Bar Display

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

FIMM	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xxi



List of Application Status

FIMM > Distributor > New Registration > List of Application Status

Application Type: Appeal

Status: -- Choose --

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

Reset Find

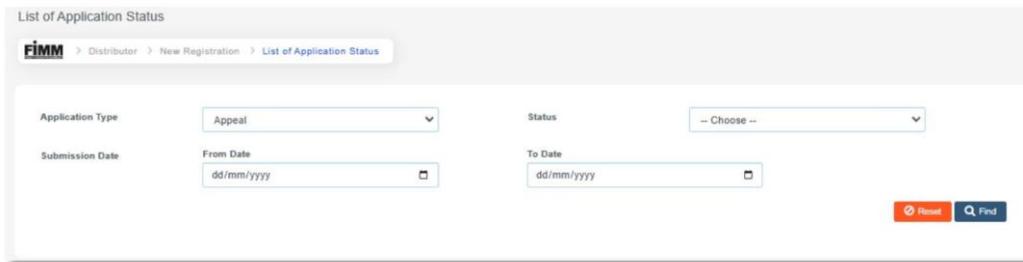
Show 10 entries Search:

NO	SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	STATUS	ACTION
No data available in table					

Showing 0 to 0 of 0 entries

Diagram 351: List Application Status Form Display

4. Choose 'Appeal' from the drop-down *Application Type* field. Then, click the  button.



List of Application Status

FIMM > Distributor > New Registration > List of Application Status

Application Type: Appeal

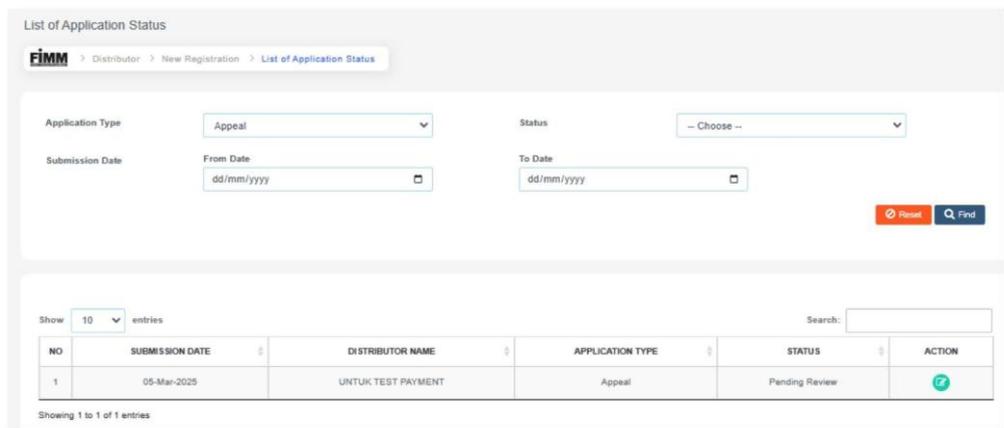
Status: -- Choose --

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

Reset Find

Diagram 352: List Application Status Form Display

5. Under column Action, click the  button.



List of Application Status

FIMM > Distributor > New Registration > List of Application Status

Application Type: Appeal

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	05-Mar-2025	UNTUK-TEST PAYMENT	Appeal	Pending Review	

Showing 1 to 1 of 1 entries

Diagram 353: List Application Status Form Display

 <small>Federation of Investment Managers Malaysia</small>	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xxii

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

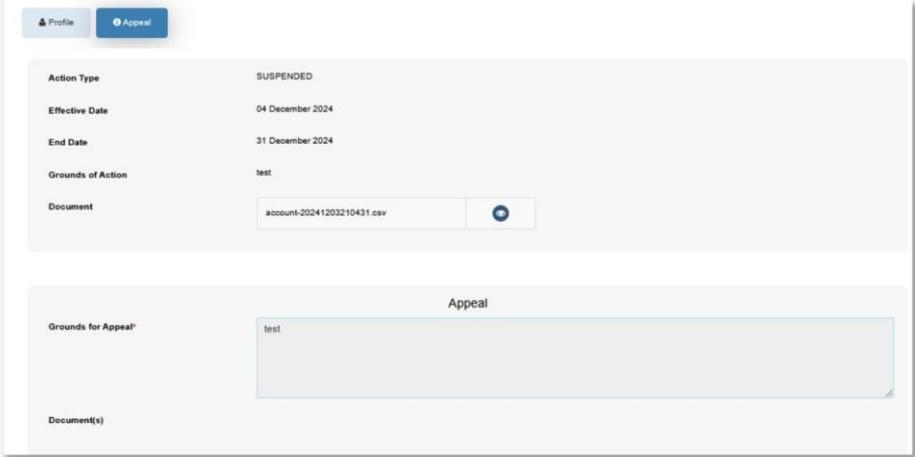


Diagram 354: Application Appeal Form Display

7. The user can click the **Add Comment** button.
- Ensure the comment is clear and concise, within the 500-character limit.
  - The entered comment can be viewed by the Distributor Maker when the user returns the application.

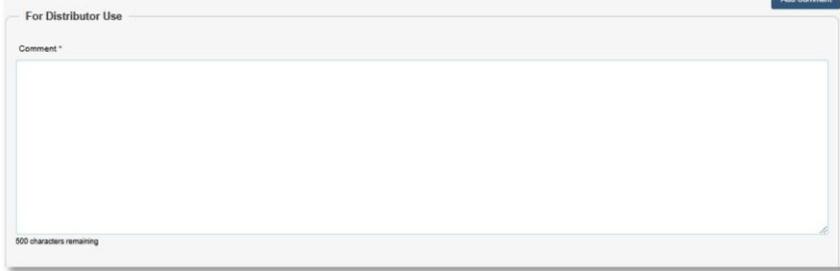


Diagram 355: Comment Form

8. Click the **Back** button to return to the previous page.

FIMM Federation of Investment Managers Malaysia	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xxiii

Diagram 356: List Application Status Form Display

9. Click the **Return** button to send the application back 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 357: Alert Message Display

Diagram 333

- ii. If all the required fields have been filled in, the system will display popup message "Confirm to proceed?".

- Click **NO** to cancel the action.

Diagram 358: Confirmation Message Display

- If **YES** is clicked, system will display message "Appeal request returned!".

10. Status changed to 'Returned' in Application Status. The system will notify Distributor Maker via email and dashboard notification.

FIMM Federation of Investment Managers Malaysia	Project	Reference	File	Version	Date	Page
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xxiv

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	05-Mar-2025	UNTUK TEST PAYMENT	Appeal	Returned	<input type="button" value="ⓘ"/>

Showing 1 to 1 of 1 entries

Diagram 359: List Application Status Form Display

11. Click the  button to submit the appeal to the FIMM.
  - i. The system will display a popup message: "Confirm to proceed?".

Confirm to proceed?

Diagram 360: Confirmation Message Display

- If 'Yes', the system will display success message: "Application submitted to FIMM!".

Appeal submitted to FIMM!

Diagram 361: Successful Message Display

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

	<b>Project</b>	<b>Reference</b>	<b>File</b>	<b>Version</b>	<b>Date</b>	<b>Page</b>
	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V1.0	User Manual Document	1.0	21/03/2025	xxv

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	05-Mar-2025	UNLUK TEST PAYMENT	Appeal	Submitted	<input type="button" value="ⓘ"/>

Showing 1 to 1 of 1 entries

Diagram 362: List Application Status Form Display