




USER MANUAL

MODULE: CONSULTANT MANAGEMENT (APPEAL FOR REVOCATION) GROUP: CONSULTANT


AGENCY NAME	:	FEDERATION OF INVESTMENT MANAGERS MALAYSIA (FIMM)
DOCUMENT DATE	:	24/04/2025
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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.

Document Information	
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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1.1	08/04/2025	Updated Document	Johari Amzat
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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	Role	Descriptions
SYS	SYSTEM	System generated transactions
C-CLRK	Consultant Applicant	Consultant applicant during first account creation
C-CON	Consultant	Consultant role after becoming a consultant either active or in-active
C-APP	Consultant Applicant	Consultant applicant once submitted the application to distributor

Table 2: Abbreviation Role Table

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CHAPTER I: 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 troubleshooting 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 II: GENERAL INSTRUCTION TO USE THIS MANUAL

Reminder: Please read this section for a better understanding of the user manual.

There are **three different categories** in the Consultant Module:


No	Type of consultant	Steps	Required Documents														
1	Never registered with FIMM or inactive before April 2022 ¹ (Group A)	<div>Registration</div> <div><div><div>1. Liaise with your preferred distributor before registering in the FCS.</div><div>2. Register as a New Consultant by following Chapter III, Section F in this document.</div><div>3. Once you submitted your application, your preferred distributor will do their review and approval process. Any inquiry please liaise with them.</div><div>4. Once approved, you will receive confirmation email for Examination date as stated in Chapter III, Section F, Item 38 – Examination.</div><div>5. Should you fail your exam and you have a valid proof/ reason, you may choose to Appeal your exam result as stated in Chapter III, Section O – Appeal Exam Result²</div><div>6. Should you unable to sit for your exam and you have a valid proof/ reason, you may choose to Appeal your exam fee waiver as stated in Chapter III, Section P – Appeal Exam Fee Waiver³</div><div>7. Once you have become FIMM Active consultant and intend to vary your license, please follow Chapter III, Section U – Variation of Registration</div></div><div>Section for Group A:</div><table><tr><th>Chapter</th><th>Section</th><th>Item</th></tr><tr><td>III</td><td>F</td><td>Registration</td></tr><tr><td>III</td><td>F (Item 38)</td><td>Examination</td></tr><tr><td>III</td><td>O</td><td>Appeal for Exam Result</td></tr><tr><td>III</td><td>P</td><td>Appeal for Exam Fee Waiver</td></tr></table></div> <div><div>1. Coloured passport photo (follow the Registration Manual's resolution guidelines).</div><div>2. Coloured NRIC / Active Passport (front & back).</div><div>3. Relevant supporting documents, e.g., SPM, Diploma, etc.</div></div>	Chapter	Section	Item	III	F	Registration	III	F (Item 38)	Examination	III	O	Appeal for Exam Result	III	P	Appeal for Exam Fee Waiver
Chapter	Section	Item															
III	F	Registration															
III	F (Item 38)	Examination															
III	O	Appeal for Exam Result															
III	P	Appeal for Exam Fee Waiver															
2	Inactive consultants (from April 2022 onwards) ⁴ (Group B)	<div>1. Account Activation</div> <div><div><div>1. Liaise with your preferred distributor before registering in the FCS.</div><div>2. Activate your account by following Chapter III, Section A.</div><div>3. If you need to change your registered email, follow Chapter III, Section B.</div></div><div>2. Registration</div></div> <div>1. Coloured passport photo (follow the Registration Manual's resolution guidelines).</div>															

¹ All inactive consultants before April-2022 are considered as new applicant.

² Subject to distributor and FIMM approval. Additional costs may apply.

³ Subject to distributor and FIMM approval. Additional costs may apply.

⁴ All inactive consultants before April-2022 are considered as new applicant.


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		<ol style="list-style-type: none">1. Liaise with your preferred distributor before registering in the FCS.2. Register as a New Consultant by following Chapter III, Section F in this document.3. Once you submitted your application, your preferred distributor will do their review and approval process. Any inquiry please liaise with them.4. Once you have become FIMM Active consultant and intend to vary your license, please follow Chapter III, Section U – Variation of Registration <p>Section for Group B:</p> <table><tr><th>Chapter</th><th>Section</th><th>Item</th></tr><tr><td>III</td><td>A</td><td>Account Activation</td></tr><tr><td>III</td><td>F</td><td>Registration</td></tr><tr><td>III</td><td>U</td><td>Variation of Registration</td></tr><tr><td>III</td><td>V</td><td>CPD submission</td></tr></table>	Chapter	Section	Item	III	A	Account Activation	III	F	Registration	III	U	Variation of Registration	III	V	CPD submission	<ol style="list-style-type: none">1. Coloured passport photo (follow the resolution guidelines provided).2. Coloured NRIC / Active Passport (front & back).3. Relevant supporting documents, e.g., SPM, Diploma, etc.
Chapter	Section	Item																
III	A	Account Activation																
III	F	Registration																
III	U	Variation of Registration																
III	V	CPD submission																
3	Active consultants (Group C)	<ol style="list-style-type: none">1. Account Activation<ol style="list-style-type: none">1. Activate your account by following Chapter III, Section A.2. If you need to change your registered email, follow Chapter III, Section B.3. Once logged in, update your profile details as per Chapter III, Section D.4. If intend to vary your license, please follow Chapter III, Section U – Variation of Registration5. For CPD submission follow Chapter III, Section V – CPD Submission6. For Renewal declaration follow Chapter III, Section W – Renewal <p>Section for Group C:</p> <table><tr><th>Chapter</th><th>Section</th><th>Item</th></tr><tr><td>III</td><td>A</td><td>Account Activation</td></tr><tr><td>III</td><td>R</td><td>Profile Maintenance</td></tr><tr><td>III</td><td>U</td><td>Variation of Registration</td></tr><tr><td>III</td><td>V</td><td>CPD submission</td></tr></table>	Chapter	Section	Item	III	A	Account Activation	III	R	Profile Maintenance	III	U	Variation of Registration	III	V	CPD submission	<ol style="list-style-type: none">1. Coloured passport photo (follow the resolution guidelines provided).2. Colour NRIC/ Active Passport (front & back)3. Relevant supporting documents.
Chapter	Section	Item																
III	A	Account Activation																
III	R	Profile Maintenance																
III	U	Variation of Registration																
III	V	CPD submission																

The Consultant Management Module is responsible for handling the registration, profile maintenance, compliance, and operational processes for consultants within the FIMM Registration System. This module ensures that consultants meet regulatory requirements, maintain compliance, and manage their professional status efficiently.

Sub-Modules of the Consultant Management Module:

1. **First Time Login** – Guides for Group B & C in setting up their accounts.
2. **Registration** – Facilitates the registration of new consultants (Group A), including identity verification and document submission.
3. **Appeal for Exam Result** – Provides a process for consultants to appeal their examination results.

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4. **Appeal for Fee Waiver** – Enables consultants to request a waiver for specific fees.
5. **Profile Maintenance** – Enables consultants to manage and update their personal and professional details.
6. **Variation of Registration** – Allows consultants to modify their registration details or update their associated distributor.
7. **CPD** – Consultant to attend training and obtain CPD points for their Renewal and Re-registration.
8. **Renewal** – Manages the annual renewal process for consultants, including compliance checks.
9. **Appeal for Revocation** – Facilitates the appeal process for consultants whose registrations have been revoked.
10. **Forget Password** – Provides a password recovery process for consultants.

System access

The FCS system application is accessible only to registered users. Each user must use a unique User ID and password to log in securely. To access the system, users must navigate to the **main login page** (<https://fcs.fimm.com.my>) and enter their credentials.


Users from **Group A** will need to create a new account from the main login page (Chapter III, Section F Registration). Users from **Group B and C** will be required to activate their account (Chapter III, Section A Account Activation).

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:

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**.

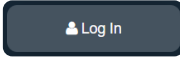
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3. The **login page** will appear, allowing users to enter their credentials.
4. For consultant please login using NRIC (without “ - “) / Active Passport

Log in

Access the Login Page

For those in **Group B & C (Existing Consultant)** and have activated their account please login as define in this section. If you have not activate your account, please do so by following the instructions provided in **Section A – First Time Login** (For Existing Consultant – active and inactive status).

1. For **Group A**, please follow provide guidelines as outline in this section.
 - a. On the homepage, locate the ‘Log in’  button and click it.
 - b. In the **User ID** field, enter your registered **NRIC / Active Passport number without “ - “**.
 - c. In the **Password** field, enter your **password**.

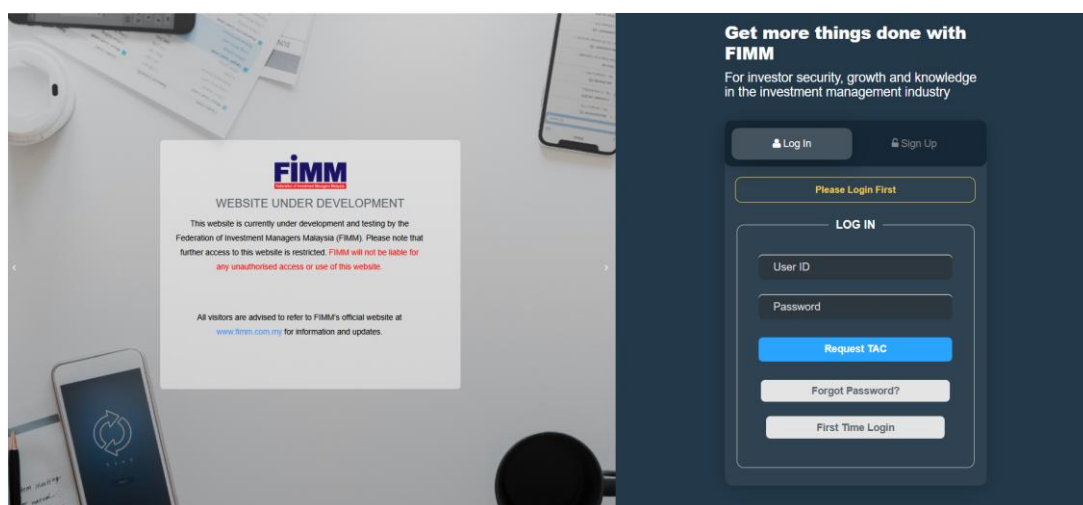



Figure 1: FCS Homepage Display

2. Enter Your Credentials

- a. System will show sign in page; User need to insert these items:
 - i. User ID
 - ii. Password
 - iii. TAC (for 2FA)

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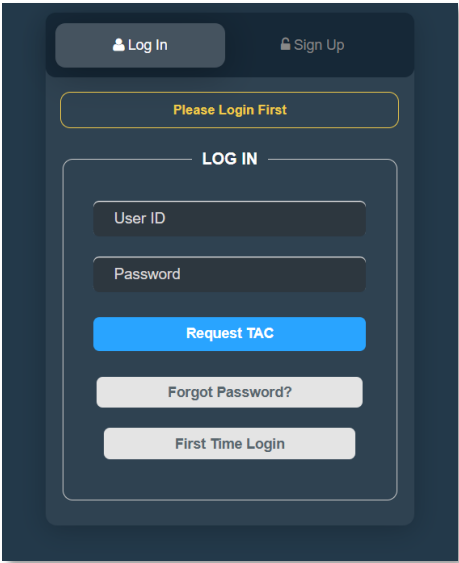


Figure 2: Log in Display

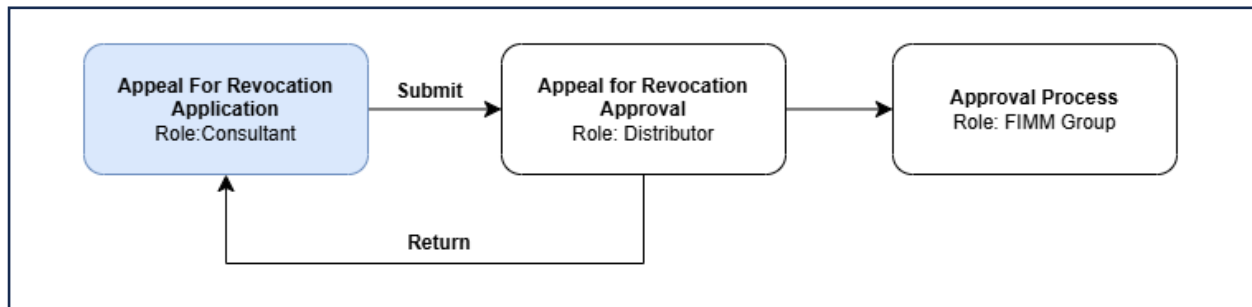
3. Successful Login

- a. Click  button to login to the system.

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Appeal for Revocation

This section only applicable for consultant that has been revoked by FIMM.



1. Click Profile Management under the Consultant submenu.

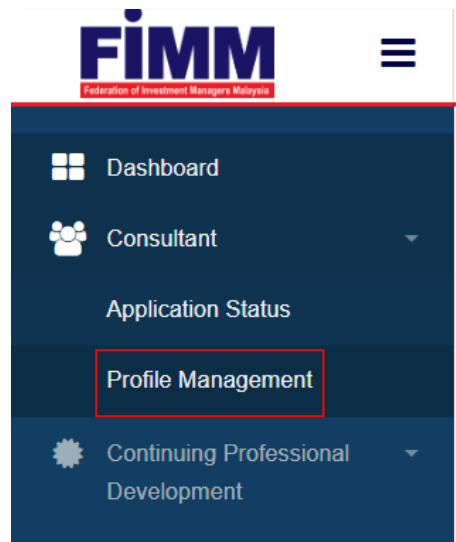

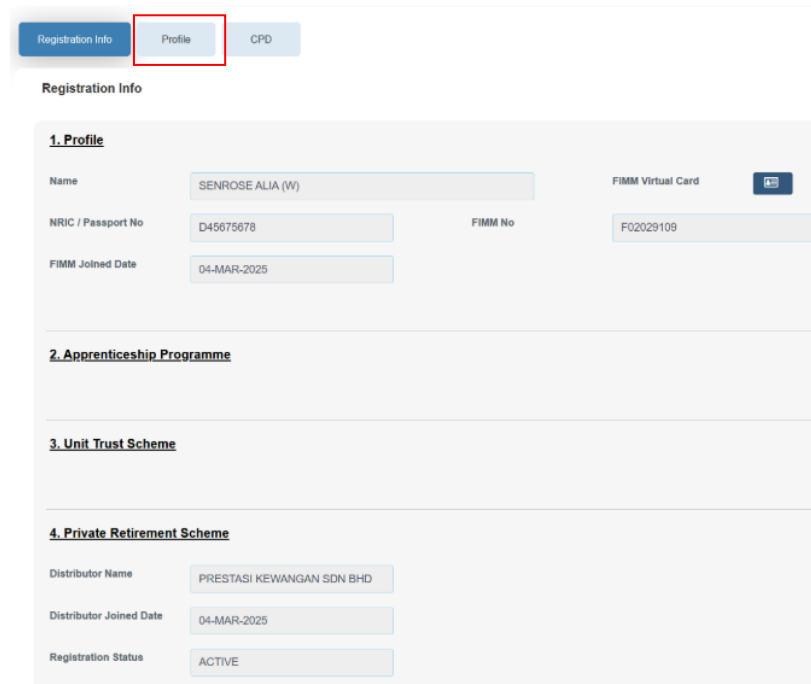


Figure 3: Profile Management Sub Menu

2. System will display the main page of consultant detail.

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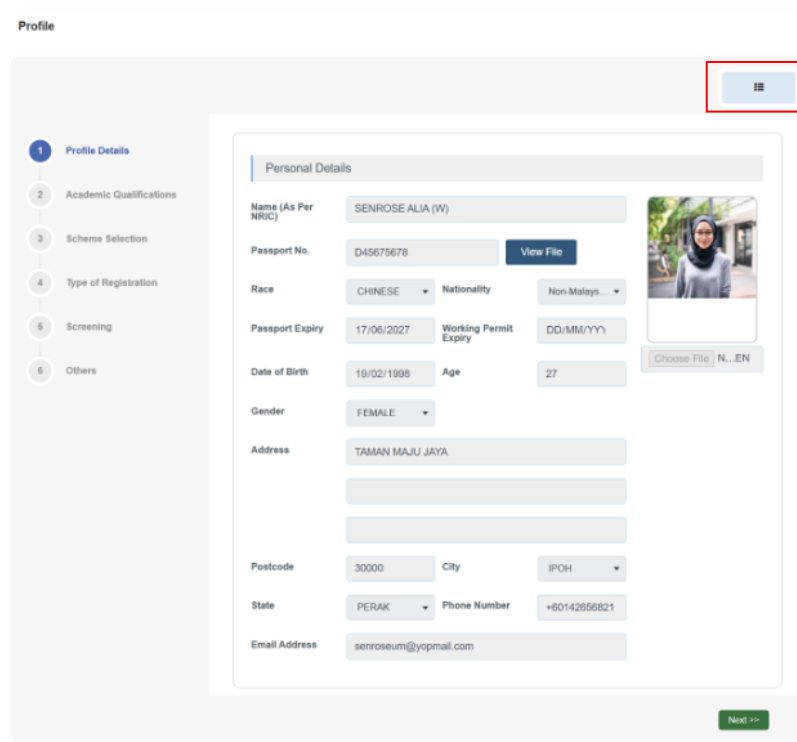


The screenshot shows the 'Registration Info' page with a red box highlighting the 'Profile' tab. The page contains several sections:

- 1. Profile**: Includes fields for Name (SENROSE ALIA (W)), FIMM Virtual Card, NRIC / Passport No (D45675678), FIMM No (F02029109), and FIMM Joined Date (04-MAR-2025).
- 2. Apprenticeship Programme**
- 3. Unit Trust Scheme**
- 4. Private Retirement Scheme**: Includes fields for Distributor Name (PRESTASI KEWANGAN SDN BHD), Distributor Joined Date (04-MAR-2025), and Registration Status (ACTIVE).

Figure 4: Registration Info


3. User click tab 'Profile', system will display consultant Profile page.




The screenshot shows the 'Profile' page with a red box highlighting the 'Profile' tab. The page contains a sidebar with a list of tabs and a main form area:

- Sidebar**:
 - 1 Profile Details (selected)
 - 2 Academic Qualifications
 - 3 Scheme Selection
 - 4 Type of Registration
 - 5 Screening
 - 6 Others
- Main Form Area**:
 - Personal Details**: Includes fields for Name (As Per NRIC) (SENROSE ALIA (W)), Passport No. (D45675678), Race (CHINESE), Nationality (Non-Malays...), Passport Expiry (17/06/2027), Working Permit Expiry (DD/MM/YY), Date of Birth (19/02/1998), Age (27), Gender (FEMALE), Address (TAMAN MAJU JAYA), Postcode (30000), City (IPOH), State (PERAK), Phone Number (+60142656821), and Email Address (senroseum@yopmail.com).
 - Profile Picture**: A photo of a woman, with a 'Choose File' button and a 'View File' button.
 - Next**: A green button labeled 'Next >>'.

Figure 5: Consultant Profile page

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4. Click  (navigation menu), system will display all action that can be done:
- Apply
 - Appeal

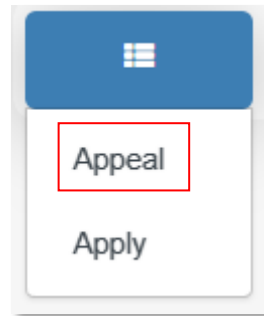


Figure 6: Action Sub Menu

5. Click 'Appeal' in the navigation menu. System will display a pop up message "Appeal request has been sent."

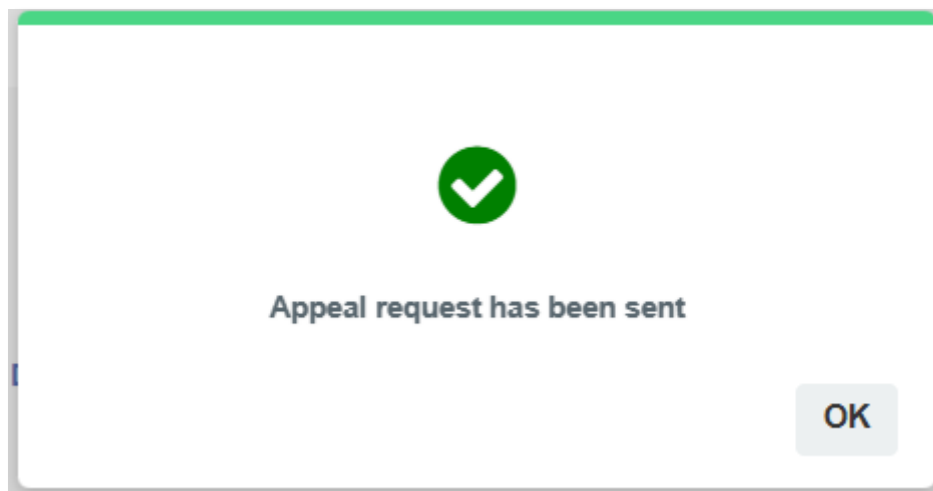



Figure 7: Appeal Request Sent Pop Up Message

6. Click , user will be redirect to Appeal Details page under Appeal Revocation tab and display Appeal Details in section. (Appeal Revocation will be activated when user requested for appeal.)

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Registration Info **Profile** **CPD** **Tagging** **Appeal Revocation**

Appeal Revocation

Consultant Details

Name: CHEN LI KIEW (W)

NRIC / Passport No: H78904321

FIMM No: F01002008

Scheme: PRS

Revocation / Deregistration Details

Revocation Type: Instruction from authority

Effective Date: 06-MAR-2025

Grounds of Revocation: Instructions from Authority

Last Date to Appeal: 26-MAR-2025

Appeal Details

Grounds for Appeal*: 500 characters remaining

Supporting Document*: Choose Files NO FILE CHOSEN

No attachment found

Back Cancel Save Submit

Figure 8: Appeal Revocation Tab

7. User has to fill in details in required fields:

- Grounds For Appeal
- Upload Supporting Documents

Appeal Details

Grounds for Appeal*: 500 characters remaining

Supporting Document*: Choose Files NO FILE CHOSEN

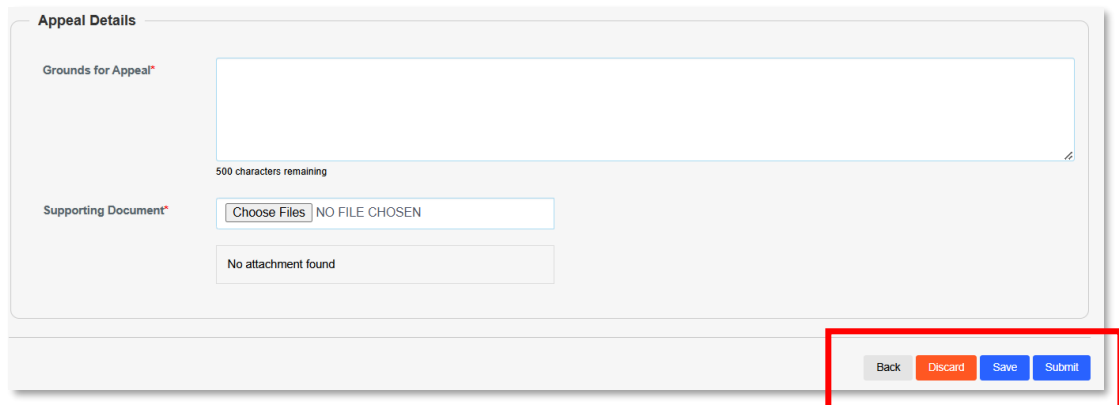
No attachment found

Figure 9: Appeal for Revocation Required Fields

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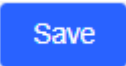
8. There are 4 action buttons below the page / tab:

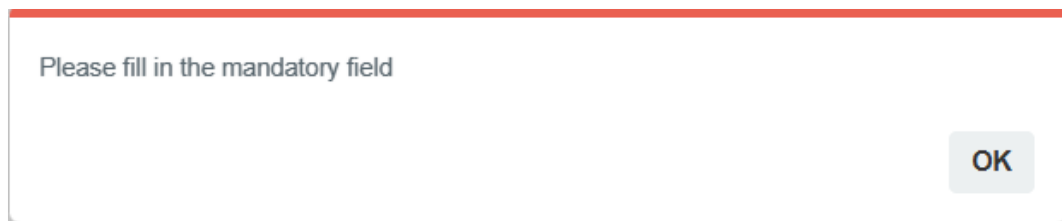
- Back
- Discard
- Save
- Submit



The screenshot shows the 'Appeal Details' form. It includes a text area for 'Grounds for Appeal*' with a character count of '500 characters remaining'. Below this is a 'Supporting Document*' section with a 'Choose Files' button and a 'NO FILE CHOSEN' status. At the bottom right, a red box highlights four action buttons: 'Back' (grey), 'Discard' (orange), 'Save' (blue), and 'Submit' (blue).

Figure 10: Action Buttons


9. To save the application, user click , system will stay at current page.
- If there are fields that had not been filled in, system will prompt a message *“Please fill in the mandatory field”*



The screenshot shows a dialog box with the text 'Please fill in the mandatory field' and an 'OK' button in the bottom right corner.

Figure 11: Mandatory Field Message for Save Action

- If the field has been filled in, system will prompt message *“Confirm to proceed?”*

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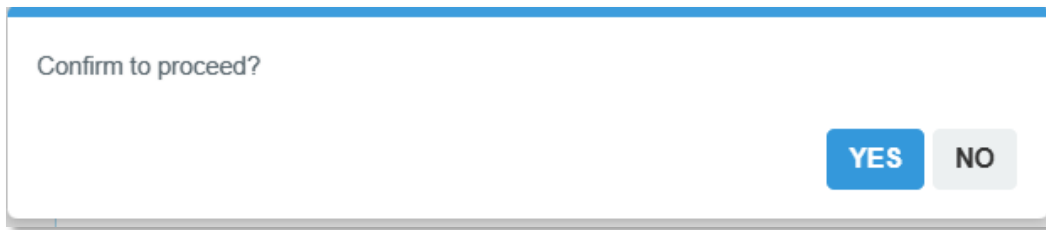
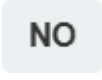



Figure 12: Proceed Saving Data Message

- iii. If user click , system will stay at current page
- iv. If user click , system will prompt message "Saved as draft".

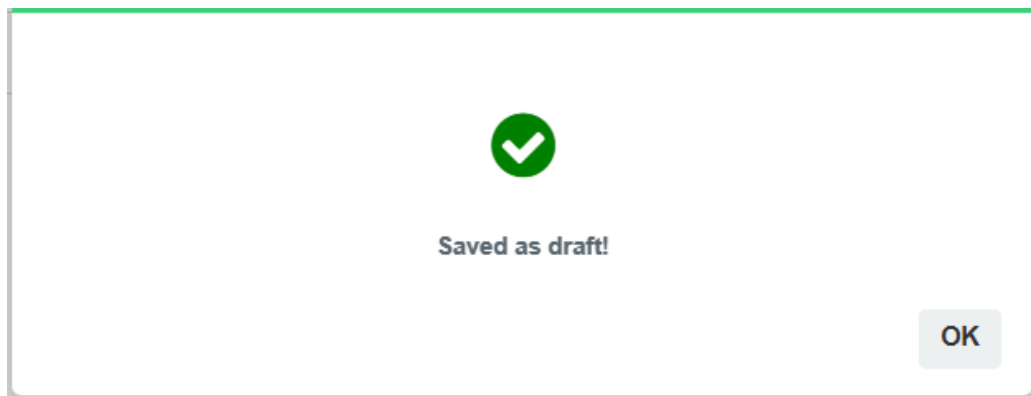
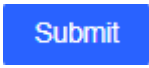


Figure 13: Save As Draft Message

- 10. To submit the application, user click .
 - i. If there are fields that had not been filled in, system will prompt a message "Please fill in all required fields".

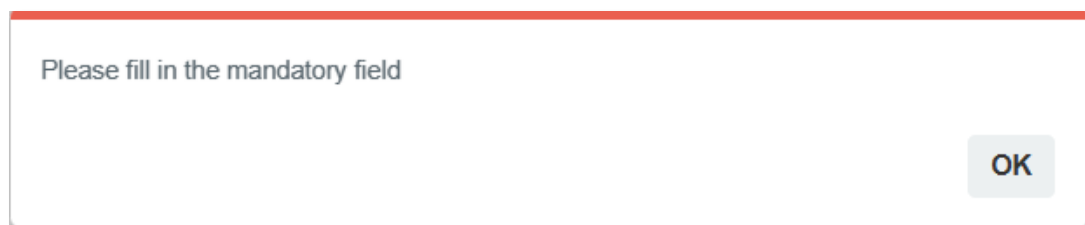


Figure 14: Mandatory Field Required Message

- ii. If the field has been filled in, system will prompt message "Confirm to proceed?".

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Confirm to proceed?

YES

NO

Figure 15: Confirmation Message

- NO

iii. If user click

NO

, system will stay at current page.

YES

iv. If user click

YES

, system will prompt message “*Appeal Submitted!*” and close the application.

Appeal Submitted!

OK

Figure 16: Submitted Appeal for Revocation Message

- OK

v. Click

OK

, user will be redirect to Application Status Page.

Application Status


Show 10 entries

Search:

SUBMISSION DATE	DISTRIBUTOR NAME	APPLICATION TYPE	SCHEME	STATUS	ACTION
06-Mar-2025 12:49:46pm	MENTARI BERHAD	Registration	PRS	Approved	
06-Mar-2025 03:03:18pm	MENTARI BERHAD	Appeal Revocation	PRS	Submitted	

Showing 1 to 2 of 2 entries

Figure 17: Application Status

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11. To discard the application, user click **Discard**.

- i. System will prompt message *"Discarded draft cannot be recovered. Do you want to continue?"*.

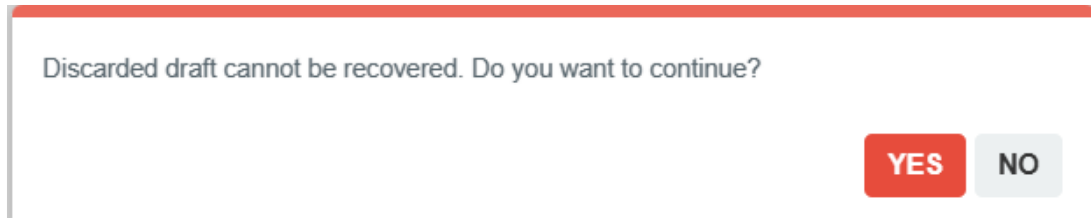


Figure 18: Discard Application Confirmation Message

- ii. If user click **YES**, system will prompt message *"Application has been discarded"* and delete the application.

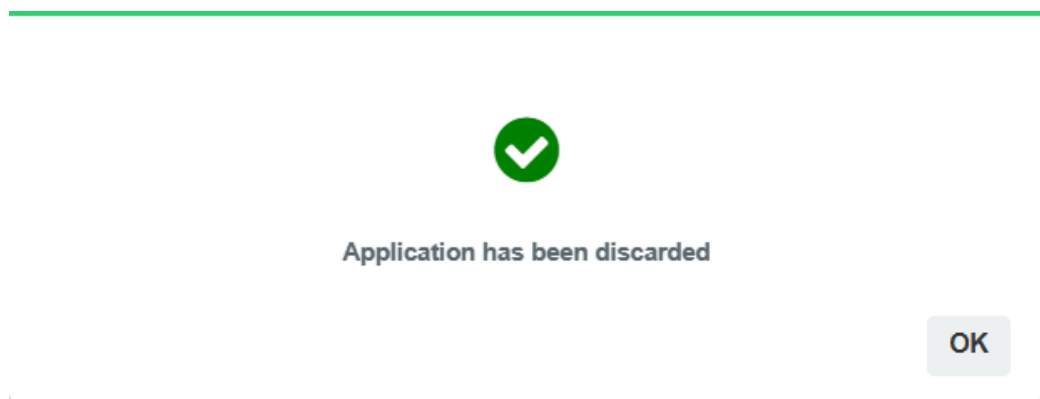



Figure 19: Application Discarded Prompt Message

- iii. If user click **NO**, system will stay at current page.

12. If user click **Back**,

- i. If there are fields that had been filled in, system will prompt a message *"Unsaved data will be lost. Do you want to continue?"*

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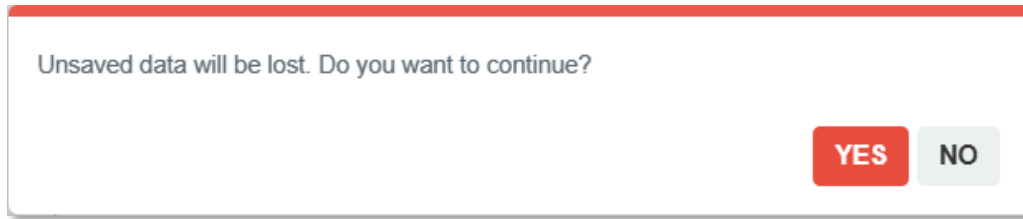


Figure 20: Unsaved Data Pop Up Message

- ii. If user click **YES** , system will discard all data that have entered by user and route back to previous page.
- iii. If user click **NO** , system will stay at current page