

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 BY DISTRIBUTOR) 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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DOCUMENT CONTROL

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0.1	17/03/2025	First draft document	Wan Arissa Insyirah binti Wan Aniff			
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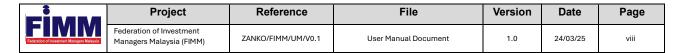
ACRONYM

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

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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:

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:

- 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.

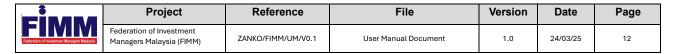
Steps to Open the FCS System Website:

- 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**.



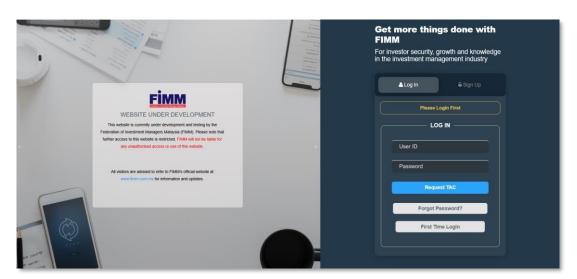


Diagram 1: FCS Homepage

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

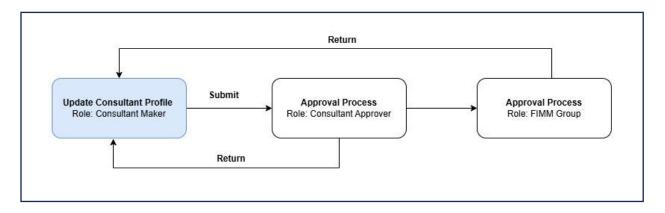
Click Login button and the system will be redirected to the FCS System dashboard.

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3.12 Profile Maintenance by Distributor

3.12.1 Consultant Update Profile by Consultant Maker

3.12.1.1 Process Flow



3.12.1.2 Manual Steps

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

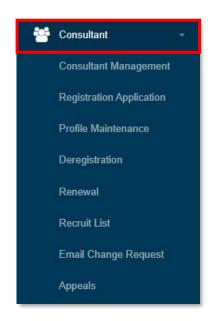


Diagram 544: Consultant Menu

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2. Click submenu 'Consultant Management'.

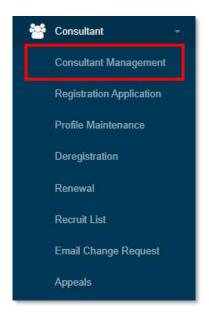


Diagram 545: Submenu 'Consultant Management'

3. System will display List of Consultant



Diagram 546: List of Consultant

- 4. In List of Consultant under column Action, Consultant Maker click at desired consultant.
- 5. System will navigate to main page of consultant detail organize under following tabs: i. Registration Info
 - a. Profile section
 - Consultant Name
 - NRIC/Passport No
 - FIMM No
 - FIMM Joined Date
 - FIMM Inactive Date
 - b. Apprenticeship Programme
 - AP Status (Completed/In-Progress/N/a)
 - AP Commencement Date

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- AP Expiry Date (Hidden once AP Status Completed)
- c. Unit Trust Scheme section
 - Distributor Name
 - Distributor Joined Date
 - Registration Status
 - Reason (if terminated termination type selected by distributor; if revoked revocation type selected by RD)
- d. Private Retirement Scheme section
 - Distributor Name
 - Distributor Joined Date
 - Registration Status
 - Reason (if terminated termination type selected by distributor; if revoked - revocation type selected by RD)

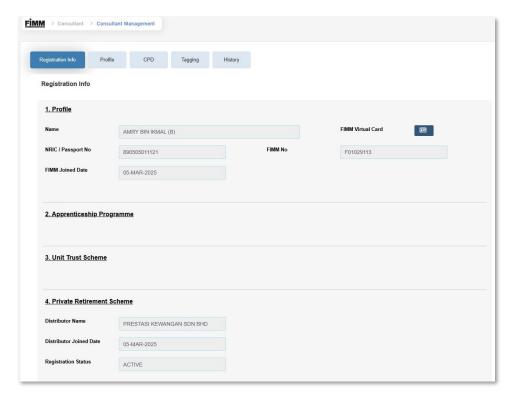


Diagram 547: Registration Info Tab

ii. Profile, divided into section



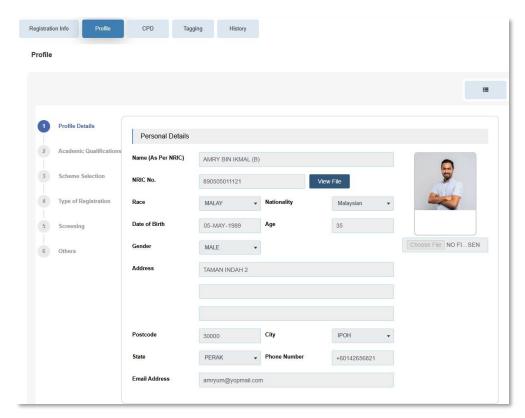


Diagram 548: Profile Tab

iii. CPD

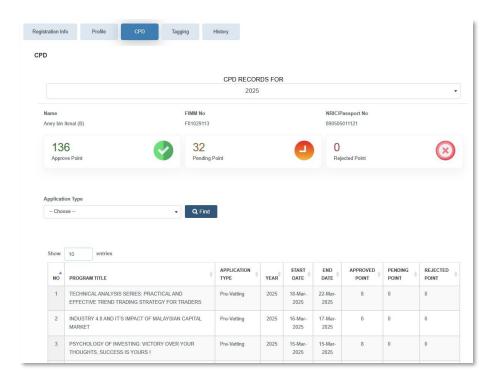


Diagram 549: CPD Tab

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6. Under tab Profile, Consultant Maker click button System will display all action that can be done:

i. Update Profile (Hide if no distributor attached)

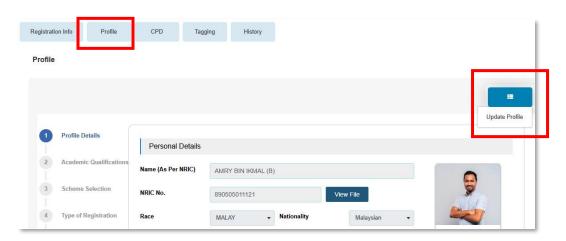


Diagram 550: Update Profile button

- 7. Consultant Maker click 'Update Profile'. System will navigate to Update Profile process:
 - i. Profile Details

Malaysian

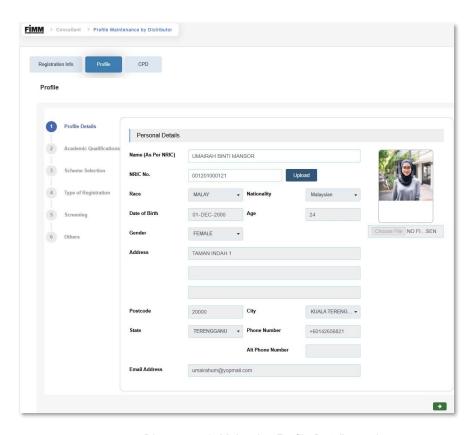
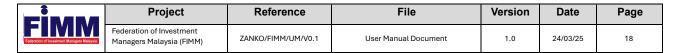


Diagram 551: Malaysian Profile Details section



Non - Malaysian

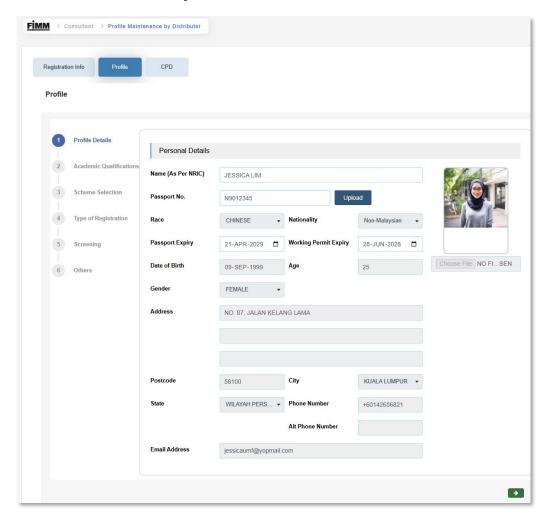


Diagram 552: Non - Malaysian Profile Details section

- 8. Consultant Maker enters all desired details to be updated and click
- System will display academic qualification section: (No action to be done here)
 - i. Academic Qualification: (Consultant Maker unable to update the field).
 - a. SPM/SVM
 - b. STPM/STAM
 - c. Diploma
 - d. Degree
 - e. Master
 - f. PhD

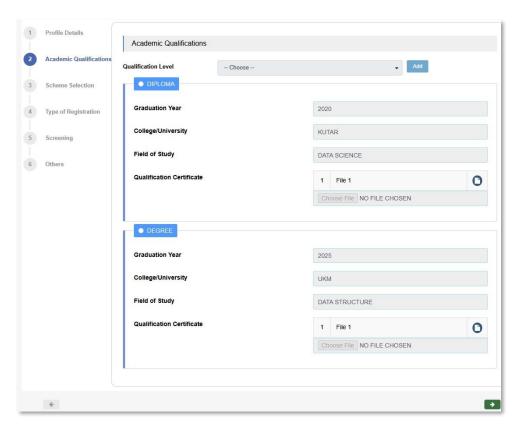


Diagram 553: Academic Qualifications section

- 9. Consultant Maker click System will display Scheme Selection:
 - Registration Type (Consultant Maker can change the Type Of Registration a. Staff
 - b. Tied-agent ii. Distribution Point (Consultant Maker can update their respective distribution location) iii. Scheme
 - iv. List Of Distributor

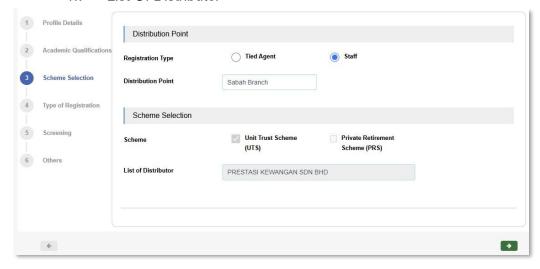


Diagram 554: Scheme Selection section

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10. Consultant Maker enters all desired details to be updated and click

System will navigate to Type of Registration section (No field to be updated here)

i. Examination

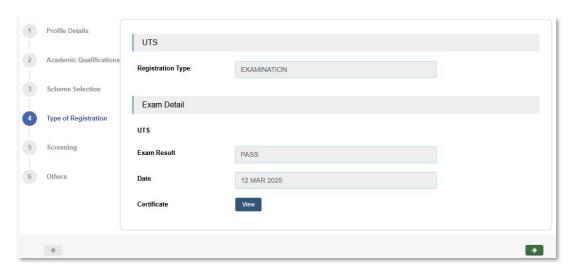


Diagram 555: Type of Registration – Examination

ii. Exemption

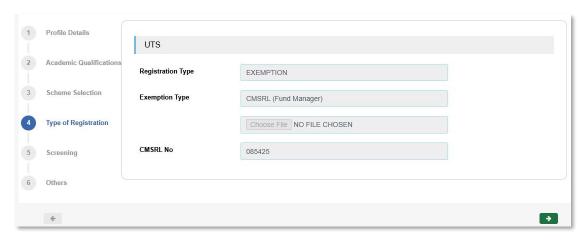


Diagram 556: Type of Registration - Exemption

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- 11. Consultant Maker click System will display Screening Section:
 - i. Under Screening section, Consultant Maker can view failed CAS status.
 - a. System will display an additional sub-section for CAS requirements, including remarks by LRA to inform the consultant of the requirements they need to fulfil.
 - b. Users must select the description of activities that fulfils the condition set by LRA to proceed with submitting the application.

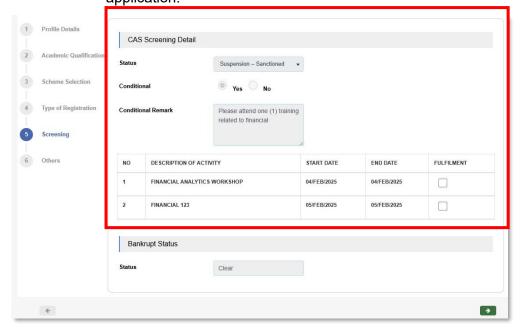


Diagram 557: Failed CAS Screening

- ii. Consultant Maker can view bankruptcy status.
 - a. User able to upload the consultant's discharge letter issued by High Court or Jabatan Insolvency Malaysia, attested by commissioner to uplift consultant's bankruptcy status.

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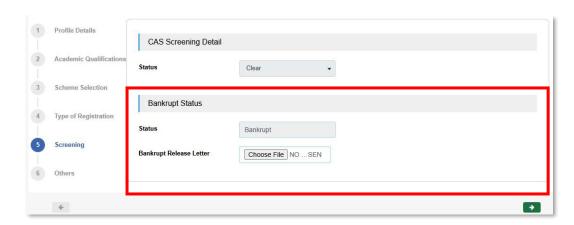


Diagram 558: Failed Bankruptcy Status

- 12. Consultant Maker enters all desired details to be updated and click
- System will display Others Section:
 - i. Others
 - a. Upload Supporting Document (User able to upload supporting document)
 - b. Upload Signed Consent Form
 - c. Declaration

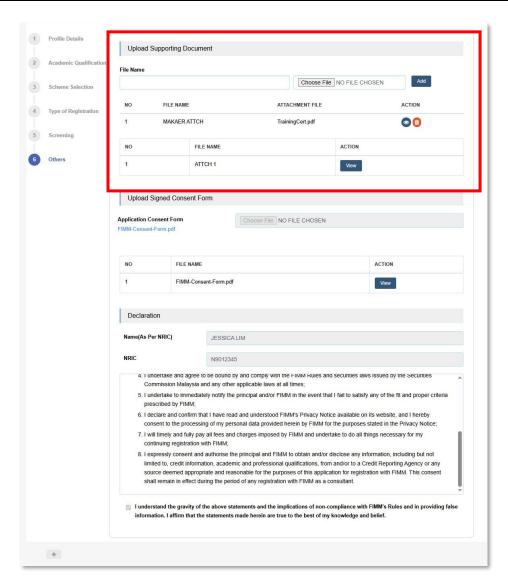


Diagram 559: Others section

13. To save application, Consultant Maker click button

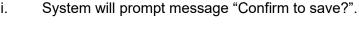




Diagram 560: Confirmation Message

ii. User choose , system will navigate to application and status change to 'Draft'.

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iii. If user click , system stays at current page.

- 14. To submit the application, user click
 - i. System will prompt message "Confirm to proceed?".



Diagram 561: Confirmation Message

ii. User choose , system will display successful application message and send the application for Consultant – Approver action.

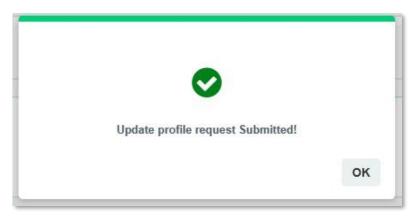


Diagram 562: Successful Application message

iii. System back to List of Profile Update application and status change to 'Pending Approve'.

Returned – Consultant Approver

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



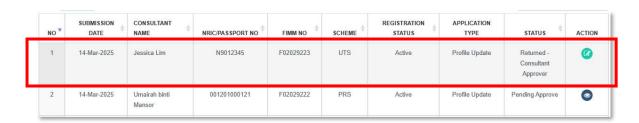


Diagram 563: List of Profile Update applications

- 2. System will display previously submitted application and Consultant Maker can edit these fields in all previous section:
 - i. Profile
 - ii. Academic Qualification
 - iii. Scheme Selection
 - iv. Type Of Registration
 - v. Screening
 - vi. Others
- 3. Consultant Maker can view comment from Consultant Approver the reason for returning the application.

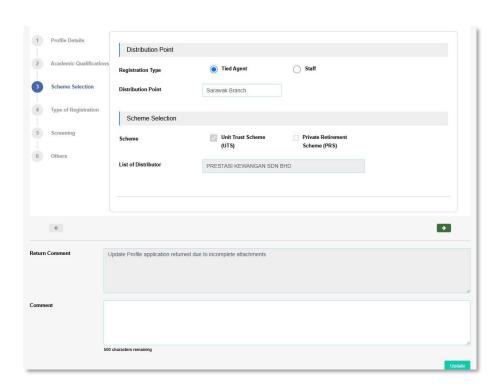


Diagram 564: Return Comment by Consultant Approver

- 4. To re submit the application, Consultant Maker click
 - i. System will prompt message "Confirm to proceed?".

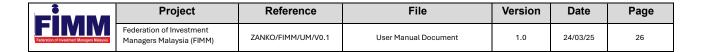




Diagram 565: Confirmation Message

ii. User choose , system will display successful application message and send the application for Consultant – Approver action.

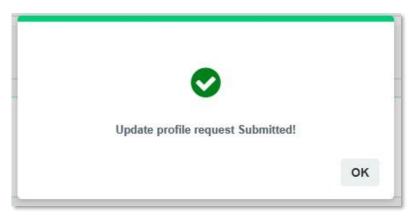


Diagram 566: Successful Application message

iii. System back to List of Profile Update application and status change to

'Pending Approve'

Failed CAS Screening

1. In List of Profile Update applications under column Action, user click button at application with status "Pending CAS Confirmation".



Diagram 567: List of Profile Update applications

- 2. System will display previously submitted application and consultant details: i. Profile
 - ii. Academic Qualification

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- iii. Scheme Selection
- iv. Type Of Registration
- v. Screening
- vi. Others
- 3. Under Screening section, user can view failed CAS status.
- i. For conditional CAS status, Consultant Maker can see remarks from LRA of the training need to attend to uplift the conditional status.
- ii. Consultant Maker must select 1 training that has been completed by the Consultant applicant to proceed with the application.

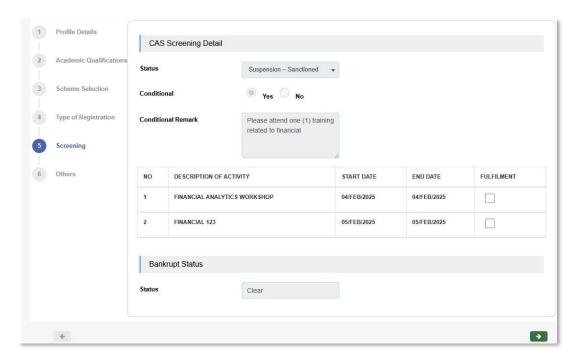
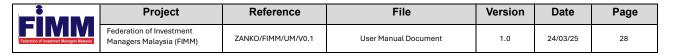


Diagram 568: Failed CAS Screening

Failed Bankruptcy Screening

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





at application with status "Pendin g Bankruptcy Confirmation".



Diagram 569: List of Profile Update applications

- 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. Consultant Maker need to upload letter of release for the consultant to proceed with the application.

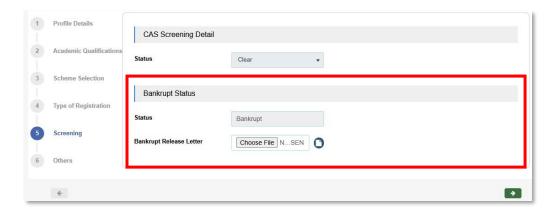
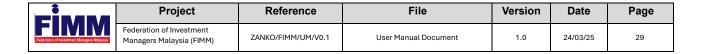


Diagram 570: Failed Bankruptcy Screening

Returned - RD

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

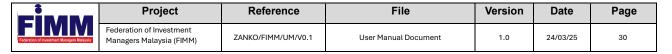
button at application with status "Returned – RD".



NO ▼	SUBMISSION DATE	CONSULTANT NAME	NRIC/PASSPORT NO	FIMM NO .	SCHEME	REGISTRATION STATUS	APPLICATION TYPE	STATUS	ACTION
1	09-Mar-2025	Chen Li Fang	H78901234	F01002001	PRS	Suspended	Profile Update	Pending CAS Confirmation	©
2	09-Mar-2025	Zulhilmi Bukhari	F56789012	F01001999	PRS	Active	Profile Update	Returned - RD	©

Diagram 571: List of Update Profile applications

- 2. System will display previously submitted application and Consultant Maker can edit these fields in all previous section:
 - i. Profile
 - ii. Academic Qualification
 - iii. Scheme Selection
 - iv. Type Of Registration
 - v. Screening
 - vi. Others
- 3. Consultant Maker can view comment from RD the reason for returning the application.



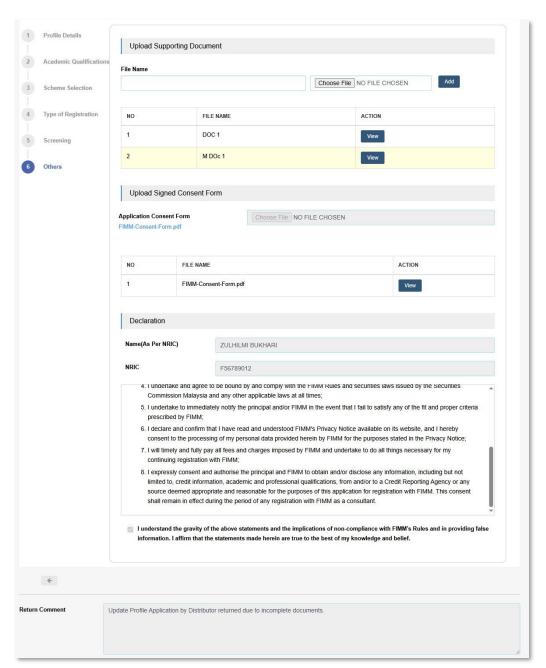
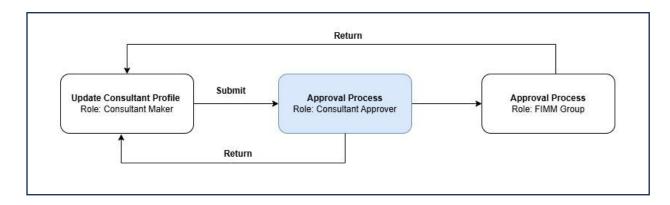


Diagram 572: Returned - RD

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3.12.2 Approval Process by Consultant Approver

3.12.2.1 Process Flow



3.12.2.2 Manual Steps

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

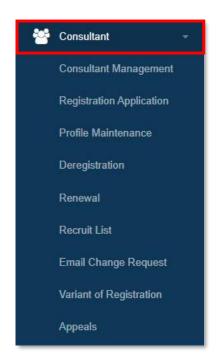


Diagram 573: Consultant Menu

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2. Click submenu 'Profile Maintenance'.

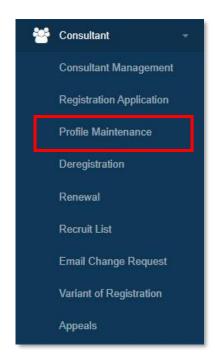


Diagram 574: Submenu 'Profile Maintenance'

3. System will display List of Profile Update applications



Diagram 575: List of Profile Update applications

4. Consultant Approver can filter the list



Diagram 576: Filter

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- 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.

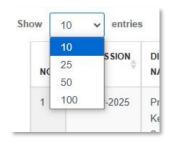


Diagram 577: Entries

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



Diagram 578: Pagination

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

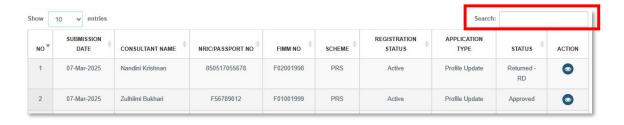


Diagram 579: Keyword Search

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



Diagram 580: List of Applications

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- 10. System will display previously submitted application and user unable to edit the details.
 - i. Profile Details

Malaysian

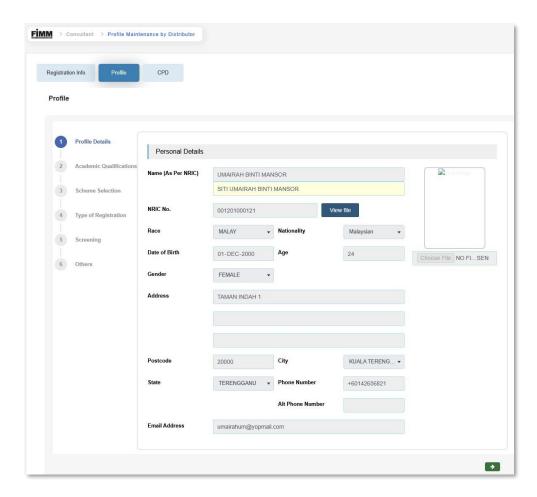
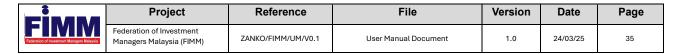


Diagram 581: Malaysian Profile Details section

Non - Malaysian



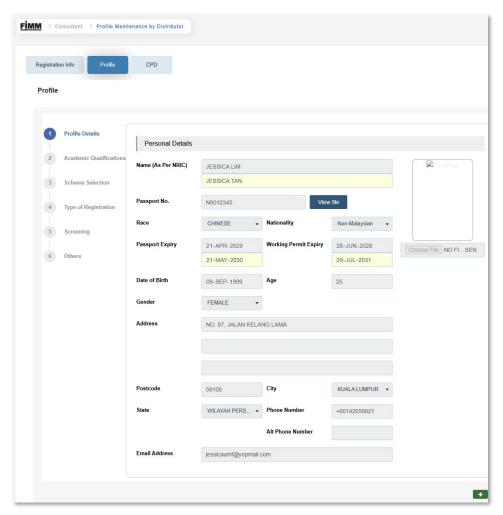


Diagram 582: Non - Malaysian Profile Details section

i. Academic Qualification:

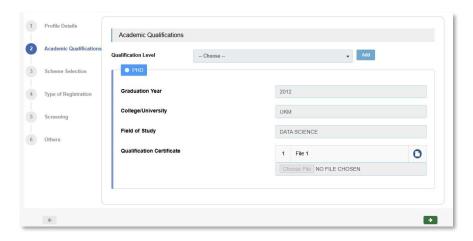
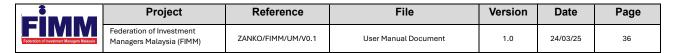


Diagram 583: Academic Qualification section

ii. Scheme Selection



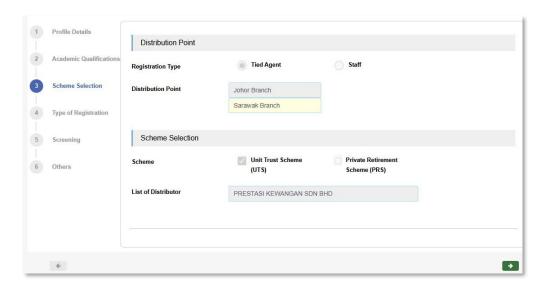


Diagram 584: Scheme Selection section

iii. Type Of Registration

a. Examination

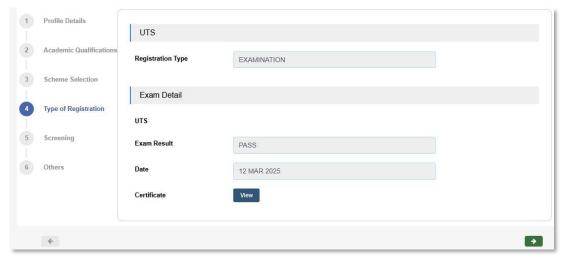
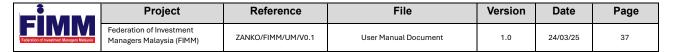


Diagram 585: Type of Registration - Examination

b. Exemption



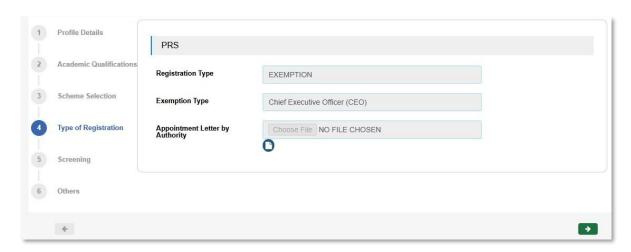


Diagram 586: Type of Registration - Exemption

iv. Screening

 a. CAS Screening (Clear/whitelist/Under Investigation/Watchlist/Barred/Suspension – Under Investigation/Suspension – Sanctioned/Blacklist)

b. Bankruptcy Screening (Clear/Bankrupted)

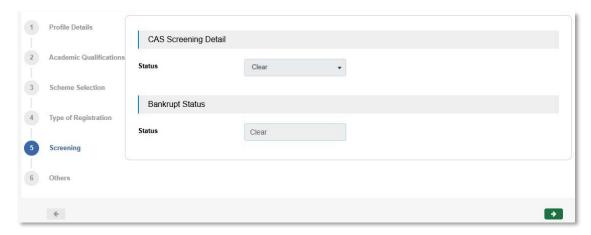


Diagram 587: Screening Section

v. Others

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

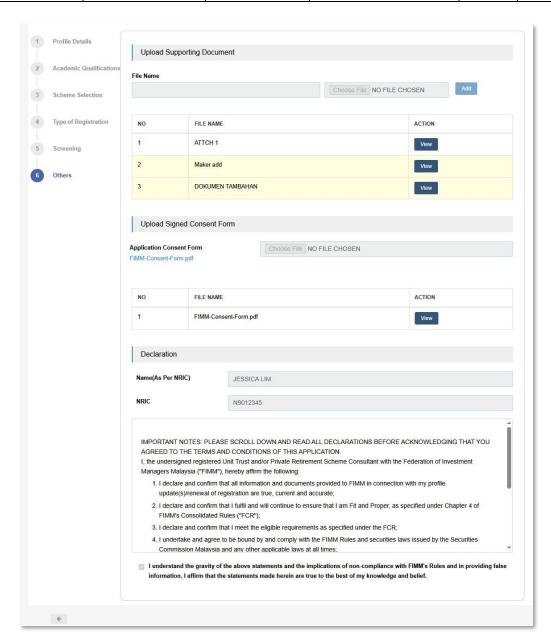
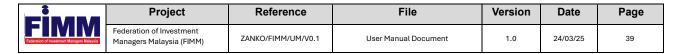


Diagram 588: Others Section

vi. Comment



Diagram 589: Comment Box



11. To return the application:

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





Diagram 590: Confirmation Message

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



Diagram 591: Error Message

iii. User click button System will display successful message.

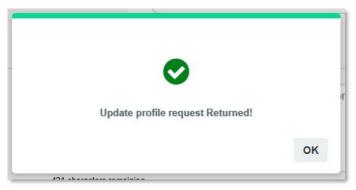


Diagram 592:Successful Message

vii. System will return the application back to Consultant Maker with status "Returned - Consultant Approver". System will navigate back to list of applications.

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12. To reject the application, user click button

button

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



Diagram 593: Confirmation Message

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

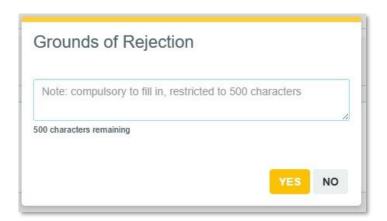
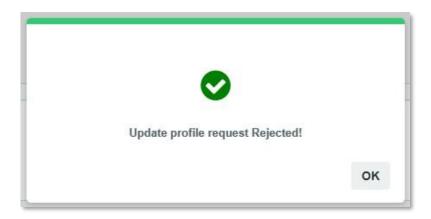


Diagram 594: Grounds of Rejection

iii. User fill Grounds of Rejection and click . System will prompt successful message and application status change to "Rejected".



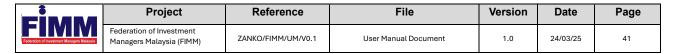


Diagram 595: Successful Message

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



Diagram 596: Error Message

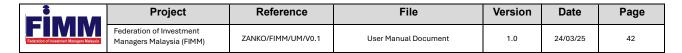
- 13. To submit the application, Consultant Approver click button
 - i. System will prompt message "Confirm to proceed?" and FIMM RD click





Diagram 597: Confirmation Message

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



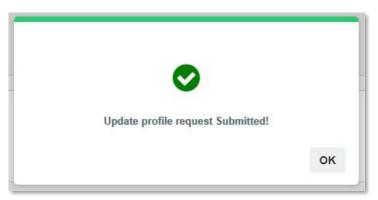


Diagram 598: Successful Application Message

Failed CAS Screening

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

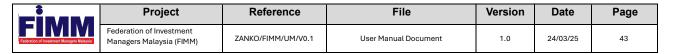
click button at application with status "Pending CAS Confirmation".

NO ▼	SUBMISSION DATE	CONSULTANT NAME	NRIC/PASSPORT NO	FIMM NO	SCHEME [⊕]	REGISTRATION #	APPLICATION TYPE	STATUS .	ACTION
1	09-Mar-2025	Chen Li Fang	H78901234	F01002001	PRS	Suspended	Profile Update	Pending CAS Confirmation	0
2	09-Mar-2025	Zulhilmi Bukhari	F56789012	F01001999	PRS	Active	Profile Update	Returned - RD	0

Diagram 599: List of Profile Update applications

- 2. System will display previously submitted application and consultant details: i. Profile
 - ii. Academic Qualification
 - iii. Scheme Selection
 - iv. Type Of Registration
 - v. Screening
 - vi. Others
- 3. Under Screening section, user can view failed CAS status.
 - i. For conditional CAS Status, user can see remarks from LRA of the training need to attend to uplift the conditional status. ii.

Consultant Approver must approve the application submitted by Consultant Maker to re-direct the submission to RD.



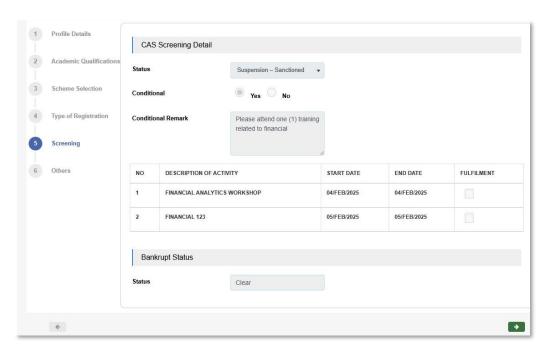


Diagram 600: Failed CAS Screening

Failed Bankruptcy Screening

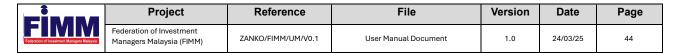
1. In List of Profile Update applications under column Action, Consultant Approver click

button at application with status "Pending Bankruptcy Confirmation".



Diagram 601: List of Profile Update applications

- 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 failed Bankruptcy Status.



i. Consultant Approver must approve the application submitted by Consultant Maker to re-direct the submission to RD.

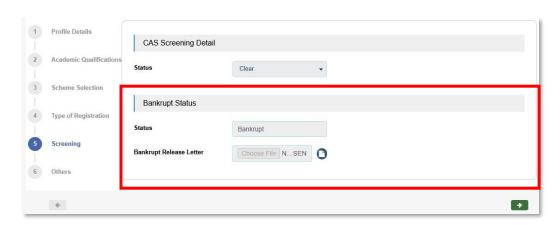


Diagram 602: Failed Bankruptcy Screening

Returned - RD

1. In List of Consultant under column Action, user click button at application with status "Returned – RD".



Diagram 603: List of Update Profile 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

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- k. State
- I. Phone Number
- m. Alt Phone Number
- n. Email Address
- o. Photo
- ii. Academic Qualification:
 - a. SPM/SVM
 - b. STPM/STAM
 - c. Diploma
 - d. Degree
 - e. Master
 - f. PhD
- 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)

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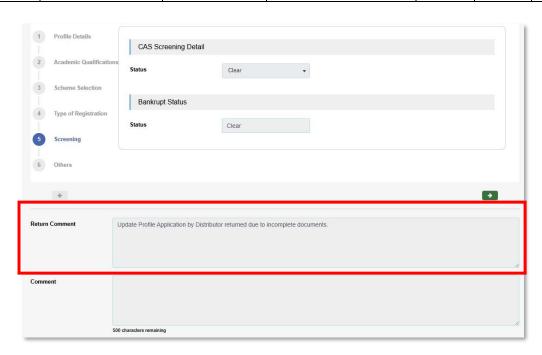


Diagram 604: Returned - RD