USER MANUAL

MODULE: CONSULTANT MANAGEMENT (APPEAL FOR EXAM RESULT)

GROUP: CONSULTANT

AGENCY NAME	:	FEDERATION OF INVESTMENT MANAGERS MALAYSIA (FIMM)
DOCUMENT DATE	:	11/07/2025
DOCUMENT VERSION	:	1.3

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)
Document Name	User Manual
Document Reference No	ZANKO/FIMM/UM/v0.1
Property	Zanko Sdn Bhd
Document Date	24/03/2025

DOCUMENT CONTROL

Version History			
Version No	**Version Date**	**Summary**	**Writer**
0.1	23/03/2025	First draft document	Wan Arissa Insyirah binti Wan Aniff
1.0	24/03/2025	Final Document	Wan Arissa Insyirah binti Wan Aniff
1.1	08/04/2025	Updated Document	Johari Amzat
1.2	24/04/2025	Final Document	Johari Amzat
1.3	11/07/2025	Updated Document	Johari Amzat

	Project	Reference	File	Version	Date	Page
FIMM	Federation of Investment Managers Malaysia (FIMM)	ZANKO/FIMM/UM/V0.1	User Manual Document	1.0	24/03/25	vi

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ACRONYM

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

Table 1: Acronym Table

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

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

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 <u>inactive before April 2022</u>[1]** **(Group A)**	**Registration** 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 approved, you will receive confirmation email for Examination date as stated in Chapter III, Section F, Item 38 – Examination.** 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 Result[2]** 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 Waiver[3]** 7. **Once you have become FIMM Active consultant and intend to vary your license, please follow Chapter III, Section U – Variation of Registration** **Section for Group A:** | Chapter	Section	Item | |---|---|---| | III | F | Registration | | III | F (Item 38) | Examination | | III | O | Appeal for Exam Result | | III | P | Appeal for Exam Fee Waiver |	1. **Coloured passport photo (follow the Registration Manual's resolution guidelines).** 2. **Coloured NRIC / Active Passport (front & back).** 3. **Relevant supporting documents, e.g., SPM, Diploma, etc.**
2	**Inactive consultants (from April 2022 onwards)[4]** **(Group B)**	1. **Account Activation** 1. **Liaise with your preferred distributor before registering in the FCS.** 2. **Activate your account by following Chapter III, Section A.** 3. **If you need to change your registered email, follow Chapter III, Section B.** 2. **Registration**	1. **Coloured passport photo (follow the Registration Manual's resolution guidelines).**

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[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.

		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		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.

Section for Group B:

Chapter	Section	Item
III	A	Account Activation
III	F	Registration
III	U	Variation of Registration
III	V	CPD submission

3	Active consultants (Group C)	**1. Account Activation** 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 Registration 5. For CPD submission follow Chapter III, Section V – CPD Submission 6. For Renewal declaration follow Chapter III, Section W – Renewal	1. Coloured passport photo (follow the resolution guidelines provided). 2. Colour NRIC/ Active Passport (front & back) 3. Relevant supporting documents.

Section for Group C:

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.

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.)
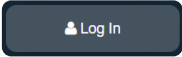2. **Enter the FCS System URL** in the address bar and press **Enter**.

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' [&Log In] button and click it.

   b. In the **User ID** field, enter your registered **NRIC / Active Passport number without " - ".**

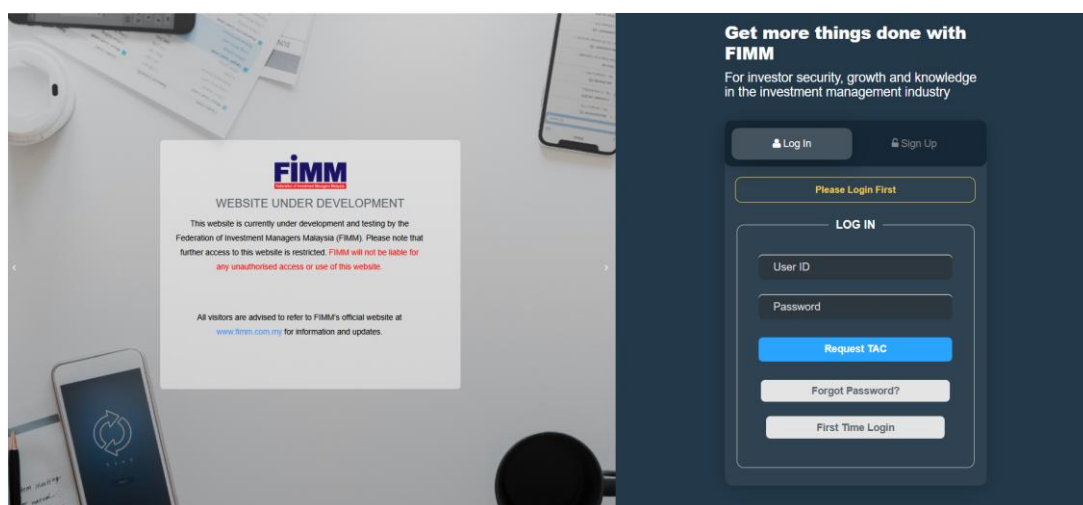   c. In the **Password** field, enter your **password**.

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)
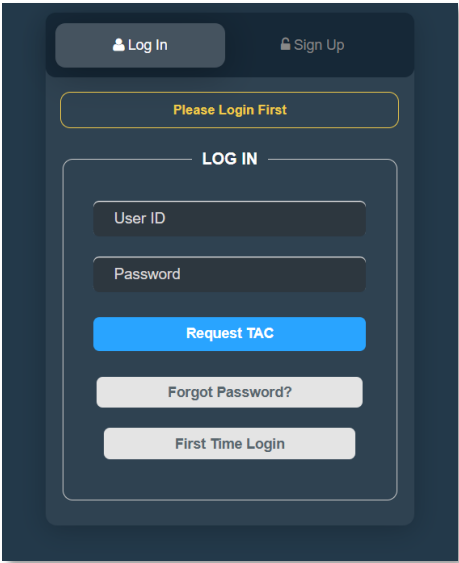
Figure 2: Log in Display

3. Successful Login

a. Click button to login to the system.

Appeal for Exam Result

This section only applicable for applicant that has sat the exam and failed. Which subjected to distributor and FIMM's approval (with additional cost).
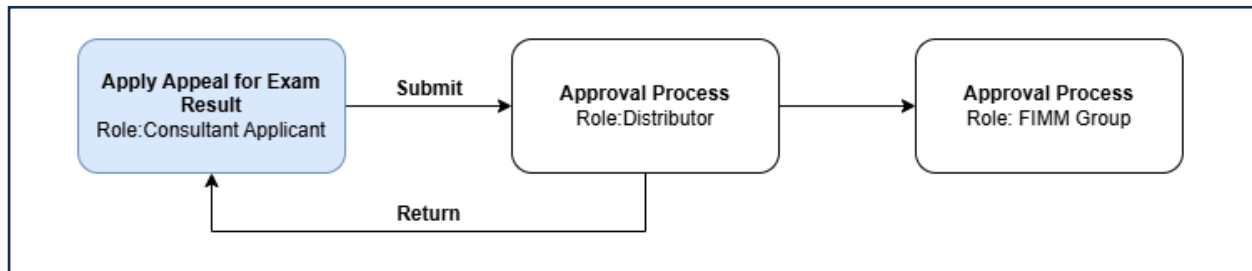

Figure 3: Appeal for Exam Result Process Flow

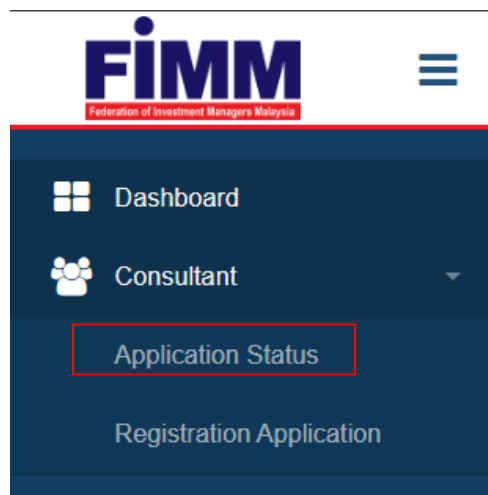1. Click Application Status under the Consultant submenu.

Figure 4: Consultant Sub Menu

2. System will display consultant Application with column:

   a. Submission Date

   b. Distributor Name

   c. Application Type

   d. Status

   e. Action

Diagram 1: Consultant Application Status

3. Click **Appeal Result** and system will display 2 tabs

    i.   Profile

    ii.   Appeal

4. Under Profile tab, system will display consultant's details.

Diagram 2: Profile Tab

5. User click tab 'Appeal'. System will display

    i.   Consultant Details

    ii.   Exam Details

    iii.   Appeal

Diagram 3: Appeal Tab Display

6. Under Appeal, user need to fill in the required fields:

   - Grounds for Appeal
   - Upload Supporting Document (Can upload multiple)

7. To submit the application, user click **Submit**,

       i.   System will proceed a prompt message.

Diagram 4: Confirmation to Proceed Message

ii.   If user click **NO** , system will close the message and stay at current page.

iii.   If user click **YES** ,

        a. if the mandatory field has not been filled, system will prompt a warning message.

Diagram 5: Mandatory Field Required Message

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

Diagram 6: Success Message

iv.   Click **OK** , user will be redirect to Application Status Page.

Diagram 7: Appeal Exam Result Application Status Page

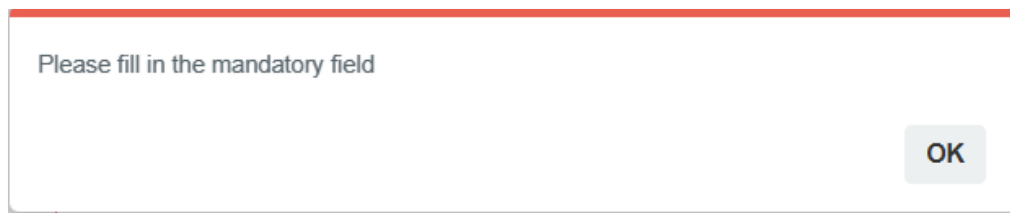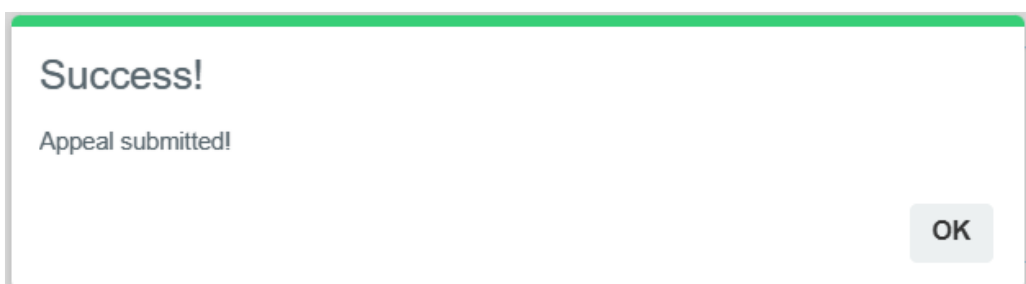8. If user click [Back] , user will be redirect to the previous page (Application Status).

Returned

1. In Application Status, under column Action, Consultant click button 🖉 at Appeal Exam Result application. (Status: Returned)

Diagram 8: Appeal Exam Result Application Status - Returned

2. System will display previously submitted application and consultant applicant can edit these fields in all previous section:
   i. Grounds for Appeal
   ii. Upload Supporting Document (Can upload multiple)

3. Consultant can view comment from distributor the reason for returning the application.

Profile | **Appeal**

Consultant Details

Distributor Name	GAB PROD ADMIN MIX
Candidate Name	NADIA OSMAN (B)
NRIC/Passport No	J2345678
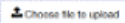
Exam Details

Exam No	2025027998
Exam Type	COMPUTERISED UNIT TRUST EXAMINATION
Exam Result	FAIL
Centre Name	ARCNET 1
Session Date	05-Mar-2025
Session Time	12:00 pm
Time Started	12:48:28
Time Finished	12:51:16
Duration Taken Minutes	00:02:48
Last Date to Appeal	26-Mar-2025

Appeal

Grounds for Appeal*

Answer all question according to the study material

449 characters remaining

Upload Supporting Document*

⬆ Choose file to upload

| 1741795045_TrainingCert.pdf | 👁 🗑 | 1741795177_Others_Cert.pdf | 👁 🗑 |
| Proof of Membership.pdf | 👁 🗑 | | |

Comment

Appeal Exam Result application returned due to unacceptable grounds for appeal and supporting documents. Please upload new documents.

366 characters remaining

Back | Submit

Diagram 9: Return Comment from Distributor

4. Consultant clicks **Submit** to re-submit the application.
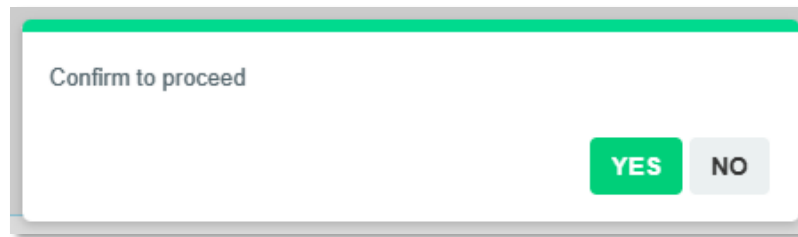   i. System will prompt message "Confirm to proceed?".

Diagram 10: Confirmation Message
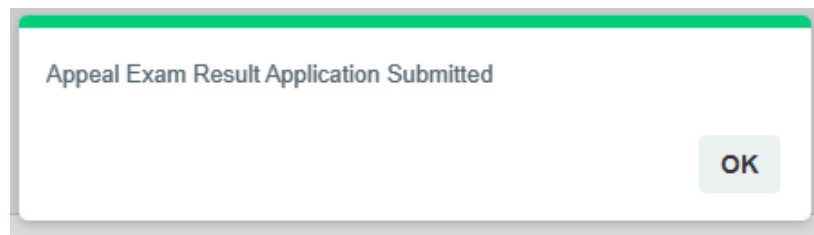
ii.   User click **YES**. System will display successful message.

Diagram 11: Successful Message

iii.   Click **OK**, system back to Application Status and Status change to 'Submitted'.

Diagram 12: Submitted Appeal Exam Result Application Status

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