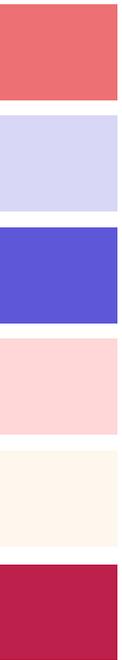


User Manual

Viewing Case Progress & Managing Tasks

Within this tutorial, we will take a look at how you can...



VIEW YOUR CASE PROGRESS

3



MANAGE YOUR TASKS

8



VIEW YOUR APPOINTMENTS

10



Processes | About Us | Resources | Register ▾ | Submit Enquiry | **Sign in**

* Username

* Password

An OTP (One Time Password) will be sent to your registered email address. Please enter the OTP to sign in to your account. If you don't find the OTP email in your primary inbox, please check your spam folder.

Please note that OTP will expire in 5 minutes.

Sign in

Forgot password? **Forgot username?**

1

To view your case progress and manage your tasks, visit our website at www.fidrec.com.sg. Select the **Sign in** option on the top menu, and sign in to your account.



Some helpful tips:

Click on **Forgot password?** **Forgot username?** if you cannot remember your account details as you will be locked out of your account after **5 unsuccessful tries**.



2

Upon clicking 'Sign In' you will be prompted to input an OTP that will be sent to the email that you used to register. Input the OTP and click on 'Verify'. You will then be redirected to your dashboard.

The screenshot shows the FIDReC website's OTP verification interface. At the top left is the FIDReC logo. To the right of the logo is a navigation menu with links for 'About Us', 'Processes', 'Resources', 'Register' (with a dropdown arrow), 'Submit Enquiry', and 'Sign in'. Below the navigation is a heading 'Enter your OTP' followed by a horizontal line. Underneath the line is a text label 'Code' next to a white input field. Below the input field is a line of text: 'Please check your registered email for OTP. If you need new OTP please click [here](#)'. At the bottom of the form is a blue button labeled 'Verify'.



Welcome ONG KOK CHEN UAT

My Cases

Open Cases ▾

Search

File a new Complaint

Case Name ↑	Case Number	FI	Case Manager	Sub Status	Due Date [CM]	Created On
ONG KOK CHEN UAT v NAPIER FINANCE UAT	2021/1596	NAPIER FINANCE UAT	Eileen Sim	Pending 1st Submission - FI		07/09/2021 11:20 AM
ONG KOK CHEN UAT v NAPIER FINANCE UAT	2021/1605	NAPIER FINANCE UAT	Service User01	Pending CM Submissions Review		08/09/2021 12:26 PM
ONG KOK CHEN UAT v NAPIER FINANCE UAT	2021/1610	NAPIER FINANCE UAT	Service User04	Pending 1st Submission - FI		08/09/2021 5:39 PM

Sub Status	Due Date [CM] ↓
Pending 1st Submission - CM	30/11/2021
Pending Complainant Decision on Award	26/10/2021
Pending Complainant Decision on Award	26/10/2021
Pending FI Acknowledgement of Settlement Agreement	05/10/2021

3

Upon logging in, you will be automatically directed to your **Dashboard**. Here, you can view the **My Cases section** which lists the complaints you have filed with FIDReC.

4

Observe the **Sub Status** column of each case to obtain the current status of each individual case.



Some helpful tips:

You can arrange the order of the cases by clicking on the column header **Created On ↓**. The cases will be arranged from the most recently created case to the oldest one.



Case Name	Case Number	FI	Case Manager	Sub Status	Due Date [CM] ↓	Created On
ONG KOK CHEN UAT v UAT COMPANY 001	2021/1642	UAT COMPANY 001	Service User01	Pending 1st Submission - CM	30/11/2021	23/09/2021 4:13 PM
ONG KOK CHEN UAT v UAT COMPANY 001	2021/1662	UAT COMPANY 001	Service User01	Pending Complainant Decision on Award	26/10/2021	11/10/2021 7:37 PM
ONG KOK CHEN UAT v TEST FI	2021/1663	TEST FI	Service User01	Pending Complainant Decision on Award	26/10/2021	12/10/2021 2:39 PM

5

To take a closer look at each complaint, click on the **Case Name** to go into the individual **Case Details** view.

Home > 2021/1642

[Export](#)

Case Details

- Section 1 - Submission Details
- Section 1.1 - Nominee
- Section 2 - Financial Institution
- Section 3 - Policy & Product Information
- Section 4 - Case Description
- Section 5 - Financial Institution's Investigation Report
- Section 7 - Adjudication
- Upload Documents - Please upload all your documents ⓘ

6

You will be directed to the **Case Details** view.



Some helpful tips:

You are able to download or print the **Case Details** by clicking the **Export** button.



7

Scroll down to the bottom of the **Case Details** page to view the **Case Timeline**. Here you will be able to view and track all the email correspondences between yourself and the **Case Manager**. The timeline also includes the tasks you were assigned to as well as prior appointments.

Timeline ▲

Timelines

 4 days ago

Service User01 → ANDREW UAT, MEETING ROOM 1, ONG KOK CHEN UAT
11/10/2021 10:30 AM - 11/10/2021 11:00 AM

GD Reading

 4 days ago
Modified on 11/10/2021 10:01 AM

Service User01 → , , ANDREW UAT, MEETING ROOM 1, ONG KOK CHEN UAT, Service User01, UAT COMPANY 001

GD Reading CRM:0027250

Dear All,

DISPUTE BETWEEN {CM} AND {FI} IN RELATION TO THE FOLLOWING:
2021/1642 - ONG KOK CHEN UAT v UAT COMPANY 001

The reading of the Grounds of Decision ('GD') for the dispute between ONG KOK CHEN UAT v UAT COMPANY 001 is scheduled as follows:

Date & Time : 11-October-2021 10:30 AM
Place : FIDReC Office
36 ROBINSON ROAD
#15-01 CITY HOUSE
SINGAPORE 068877
Location: Meeting Room 1

Your attendance at the GD reading is compulsory.
You are reminded to bring along your original identity card/ passport for identity verification purpose on the day of GD reading. If you have appointed any nominee, please also inform them to do the same.

Thank you.
Yours faithfully,
Financial Industry Disputes Resolution Centre Ltd (FIDReC)



Date Created	Case Name	Subject	Due Date ↓	Activity Status ↓
06/10/2021 6:25 PM	ONG KOK CHEN UAT v UAT COMPANY 001	FYA task	07/10/2021 8:00 AM	Open

1

On your portal you can also see notifications and tasks that need your attention. Unread notifications are displayed as a number at the top of the page next to the  icon.

Subject *
FYA task

Case Name *
ONG KOK CHEN UAT v UAT COMPANY 001

Description *
fya task

Mark Complete

2

Click on the  button and click **Open** to view the details of each task. Click  once you have completed the actions required of you as described in the task.



Home > My FYI Task

☰ Notifications ▾ 🔍

Date Created	Case Name	Subject	Action Type	Due Date ↓	Activity Status ↓	Description	Read Notifications
13/10/2021 11:08 AM	ONG KOK CHEN UAT v TEST FI	FYI task	FYI		Open	desc.	<input type="checkbox"/>
01/10/2021 1:11 PM	ONG KOK CHEN UAT v UAT COMPANY 001	FYI task test	FYI		Completed	This is an FYI task.	✓
07/09/2021 11:15 AM	ONG KOK CHEN UAT v NAPIER FINANCE UAT	This is a UAT notification	FYI		Completed	Please take note of this notification.	✓
29/09/2021 2:33 PM	ONG KOK CHEN UAT v UAT COMPANY 001	clear this fyi task	FYI		Completed	fyi	✓
29/09/2021 6:32 PM	ONG KOK CHEN UAT v UAT COMPANY 001	FYI task	FYI		Completed	new task please clear.	✓
29/09/2021 6:33 PM	ONG KOK CHEN UAT v UAT COMPANY 001	another new task	FYI		Completed	new task please clear	✓

3

Notifications can be viewed by clicking on the  icon. Once you have read a notification, click on the checkbox in the ‘Read Notifications’ column to indicate you have read them.

4

You can change the view of this page to display tasks that you have previously completed as well.

☰ Completed Tasks ▾ 🔍

Date Created	Case Name	Subject	Action Type	Due Date ↓	Activity Status ↓	Description
08/09/2021 11:18 AM	ONG KOK CHEN UAT v NAPIER FINANCE UAT	This is a task	FYA		Completed	Please do this.



My Appointments

Search

Subject	Start Time	Appointment Type ↑	Case Name	Status	
New Adjudication meeting	19/09/2021 12:00 PM	Adjudication Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Canceled	
Adj1	23/09/2021 6:30 PM	Adjudication Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	
GD reading 1	05/10/2021 11:30 AM	GD Reading Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	
GD reading	08/10/2021 7:00 AM	GD Reading Appointment	ONG KOK CHEN UAT v NAPIER FINANCE UAT	Scheduled	
GD reading	08/10/2021 6:00 PM	GD Reading Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	
TEST	01/10/2021 4:00 PM	GD Reading Appointment	ADMIN v UAT COMPANY 001	Canceled	
GD reading	21/09/2021 1:30 PM	GD Reading Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	
GD reading	11/10/2021 11:00 AM	GD Reading Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	
GD Reading	11/10/2021 10:30 AM	GD Reading Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	
GD reading	11/10/2021 5:00 PM	GD Reading Appointment	ONG KOK CHEN UAT v UAT COMPANY 001	Scheduled	

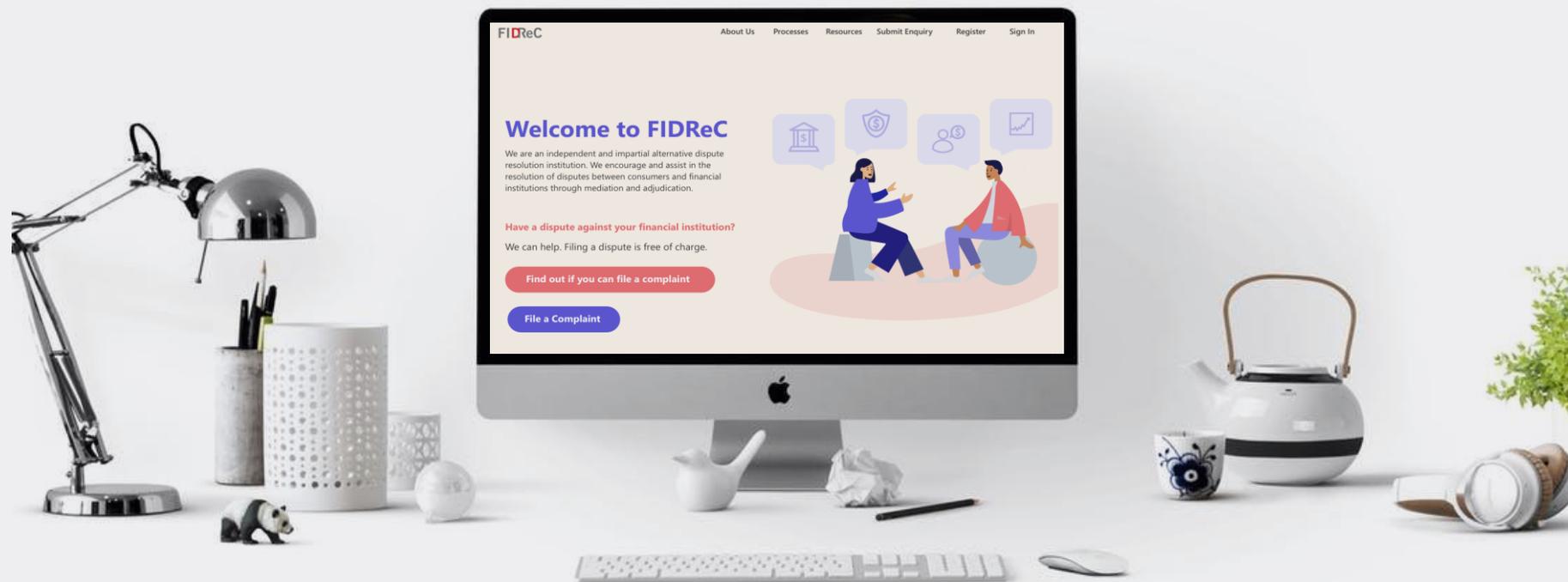
< 1 2 3 >

1

The last section on your dashboard is the Appointments section. All appointments will be visible with the **Subject, Start Time, Appointment Type, Case Name** and **Status** displayed.



Some helpful tips:
You can order the displayed appointments from earliest to latest, or vice versa, by clicking on the **Start Time** column header.



Thank you!