

User Manual

Making payments (FI)

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



PAY YOUR FI REGISTRATION FEES



3







SETTLE INVOICES

11



New Subscription Request - REF#1001068 - Subscription Successful Inbox x  

 **Service User01** <serviceuser01@fidrec.com.sg> Jul 14, 2021, 1:28 PM   

to me ▾

Dear User,

Thank you for subscribing to FIDReC.

There are 2 more steps before completing the subscription:

1. You are required to make a one-time initial subscription payment of "S\$ XX" to FIDReC. You can choose from any of the available payment modes that are listed [here](#) to make your payment. Please ensure that you indicate your application number (in this email's subject line) within the transaction description, when making the payment.
2. You are required to send us your GIRO details, so that we can setup the recurring deduction of your future subscription fees. Please download the [GIRO Form](#), and send us the duly filled original GIRO form at the following address:

Financial Industry Disputes Resolution Centre Ltd
36 Robinson Road
#15-01
City House
Singapore 068877

After we have approved your registration, you will receive an email notifying you that a one-time initial subscription payment to FIDReC is required.

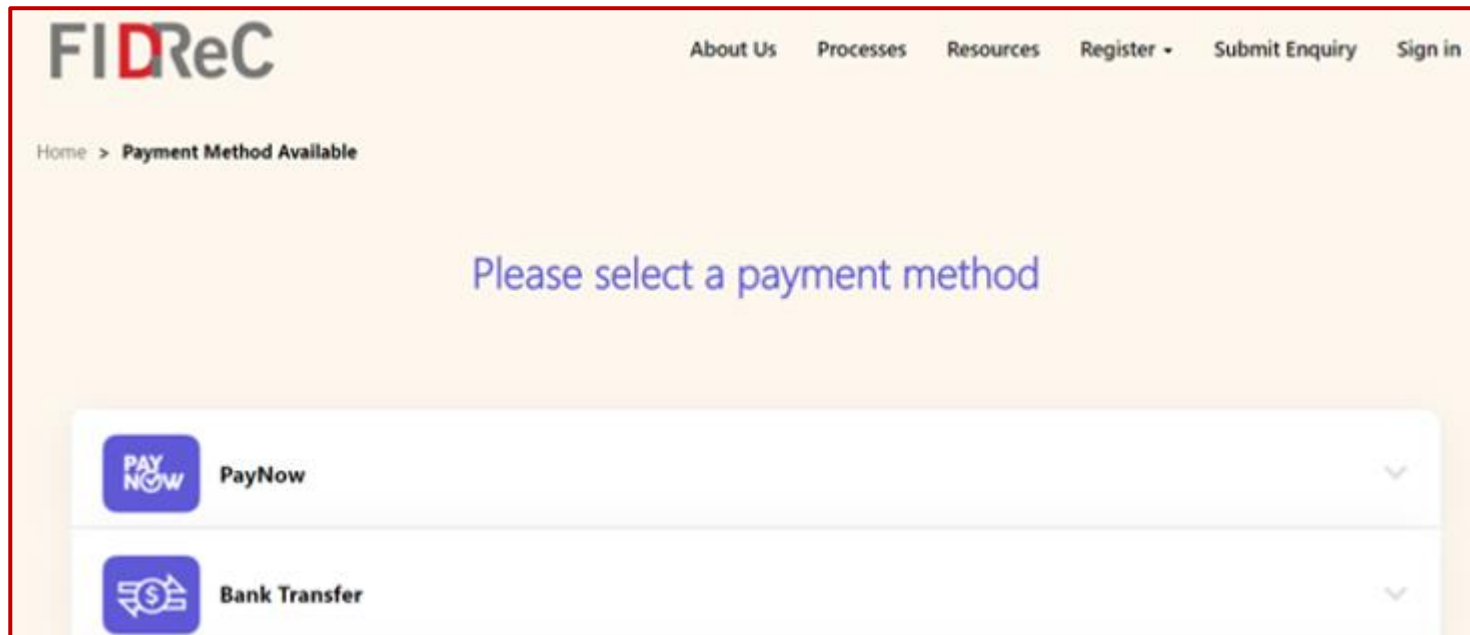
1

Click [here](#) to be directed to the FIDReC portal to make the payment.



Some helpful tips:

You are also required to submit a GIRO form for the recurring deduction of future subscription fees. Refer to **step 4** for more information.




2

You should be redirected to this page offering you different payment options. Click on each option to learn more about how to utilize each method of payment.

PayNow – [Step 3a](#)

Bank Transfer – [Step 3b](#)






PayNow

To make your payment using PayNow, kindly scan the QR Code on the right with your smartphone or use the "PayNow to UEN" option and enter our UEN **200502125D**.

Do ensure that you include either your complaint **reference number** or **membership number**, within the transaction description, when making your payment.



SCAN TO PAY

3a

You can make payments via PayNow with a participating bank account.

You can also make payment through internet banking by entering our UEN in the payment details.



Some helpful tips:

Please ensure to include your membership number in the notes of the payment. This number can be found in the subject of the email sent to you.



Bank Transfer

To make payments to FIDReC via Bank Transfer, please contact us by email at **Subscription@fidrec.com.sg** for more details.

Do ensure that you include either your complaint **reference number** or **membership number**, within the transaction description, when making your payment.

3b

If you would like to make your payment via bank transfer, please contact us by email at subscription@fidrec.com.sg on how to do so.



2. You are required to send us your GIRO details, so that we can setup the recurring deduction of your future subscription fees. Please download the [GIRO Form](#), and send us the duly filled original GIRO form at the following address:

The screenshot shows the FIDReC website interface. At the top, there is a navigation menu with links for 'About Us', 'Processes', 'Resources', 'Register', 'Submit Enquiry', and 'Sign in'. Below the menu, the breadcrumb trail reads 'Home > Resources > KA-01008'. The main heading is 'GIRO Form', followed by a 'Print' button. A 'Views: 73' indicator is present. The main text states: 'Newly subscribed financial institutions are required to provide a completed and signed copy of the GIRO form attached below to FIDReC for the purposes of completing their subscription. GIRO deductions will be used for the collection of any fees levied to the financial institution. Please download and submit a hardcopy of the GIRO form via post to FIDReC's business address:'. The business address is listed as: 'Financial Industry Disputes Resolution Centre Ltd, 36 Robinson Road, #15-01, City House, Singapore 068877'. At the bottom, there is a 'Keywords: GIRO Form' field and a 'Related Attachments (1)' section containing a link to 'GIRO Form.pdf'.

4

After you have completed your one time payment, you are required to submit a GIRO form for recurring future subscription fees.

Click on [GIRO Form](#) in the email to be directed to the GIRO Form download page. Click on [GIRO Form.pdf](#) to download the GIRO form that you are required to fill and submit to us.



**APPLICATION FORM FOR INTERBANK GIRO
(FOR PAYMENT AND REFUND OF ALL FEES, CHARGES AND LEVIES, INCLUDING
REGISTRATION FEES, GENERAL LEVIES, SUPPLEMENTARY LEVIES AND CASE FEES)**

PART 1 : FOR APPLICANT'S COMPLETION

* Please do not fax the GIRO form to us as the bank requires original signature for verification

Date <input type="text"/>	Name of Billing Organisation <input type="text" value="Financial Industry Disputes Resolution Centre Ltd (FIDReC)"/>
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Name and Address of Applicant: <input type="text"/>	To : Name of Bank <input type="text"/>
	Branch <input type="text"/>

- (a) I/We hereby instruct you to process Financial Industry Disputes Resolution Centre Ltd (FIDReC)'s instruction to debit and credit my/our account.
- (b) You are entitled to reject Financial Industry Disputes Resolution Centre Ltd (FIDReC)'s debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- (c) This authorisation will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our revocation through Financial Industry Disputes Resolution Centre Ltd (FIDReC).

Bank Account Holder's Name <input type="text"/>	Signature(s) &/ Company stamp <input type="text"/>
Bank Account No. <input type="text"/>	(As in Bank/Finance Company's records)
Contact (Tel/Fax) Number(s) of Applicant <input type="text"/>	

PART 2 : FOR FINANCIAL INDUSTRY DISPUTES RESOLUTION CENTRE LTD'S COMPLETION

Bank	Branch	FIDReC's Bank A/c No.	Applicant's Membership Number													
7	3	7	5	3	4	3	3	8	9	3	0	0	3	1	0	8

Bank	Branch	Account No. To be Debited / Credited

PART 3 : FOR BANK'S COMPLETION

To : FINANCIAL INDUSTRY DISPUTES RESOLUTION CENTRE LTD (FIDReC)

This Application is hereby **REJECTED** (please tick ✓) for the following reason(s) :

<input type="checkbox"/> Signature differs from Bank's records	<input type="checkbox"/> Wrong account number
<input type="checkbox"/> Signature incomplete/unclear #	<input type="checkbox"/> Amendments not countersigned by customer
<input type="checkbox"/> Account operated by signature	<input type="checkbox"/> Others : _____

Name of Approving Officer _____	Authorised Signature _____	Date _____	Verified by FIDReC _____
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5

Complete the relevant sections in ink and submit the **hardcopy form via post** to FIDReC's business address.



Some helpful tips:
This is our **business address:**
Financial Industry Disputes Resolution Centre Ltd
36 Robinson Road
#15-01 City House
Singapore 068877



1

To view and settle invoices, visit our website at www.fidrec.com.sg.

Select the **Sign in** option on the top menu, and sign in to your account, verify your sign in with the OTP sent to your email.

2

Once you are logged in, click on **Invoices** on the top menu to access your invoices page. Please note that this is only available for **CEOs and Primary Contacts**.



Some helpful tips:

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



Home > Invoices

All Invoices ▾ 🔍

Invoice Number	Financial Institution ↑	Category	Due Date	Total Amount (SGD)	Status
There are no records to display.					

All Credit Notes ▾ 🔍

Invoice Number	Financial Institution ↑	Category	Due Date	Total Refund Amount (SGD)	Status
There are no records to display.					

All Debit Notes ▾ 🔍

Invoice Number	Financial Institution ↑	Category	Due Date	Total Refund Reversal Amount (SGD)	Status
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3

In this view you can see your invoices, credit notes and debit notes. You can also change the filter to show which of these are outstanding and which have been fully settled.

4

Click on the individual invoice to view it in greater detail.



Some helpful tips:

The invoices can be arranged according to due date. Simply click on the **Due Date** column header.



Thank you!