

User Manual

Viewing complaints & Submitting IR

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

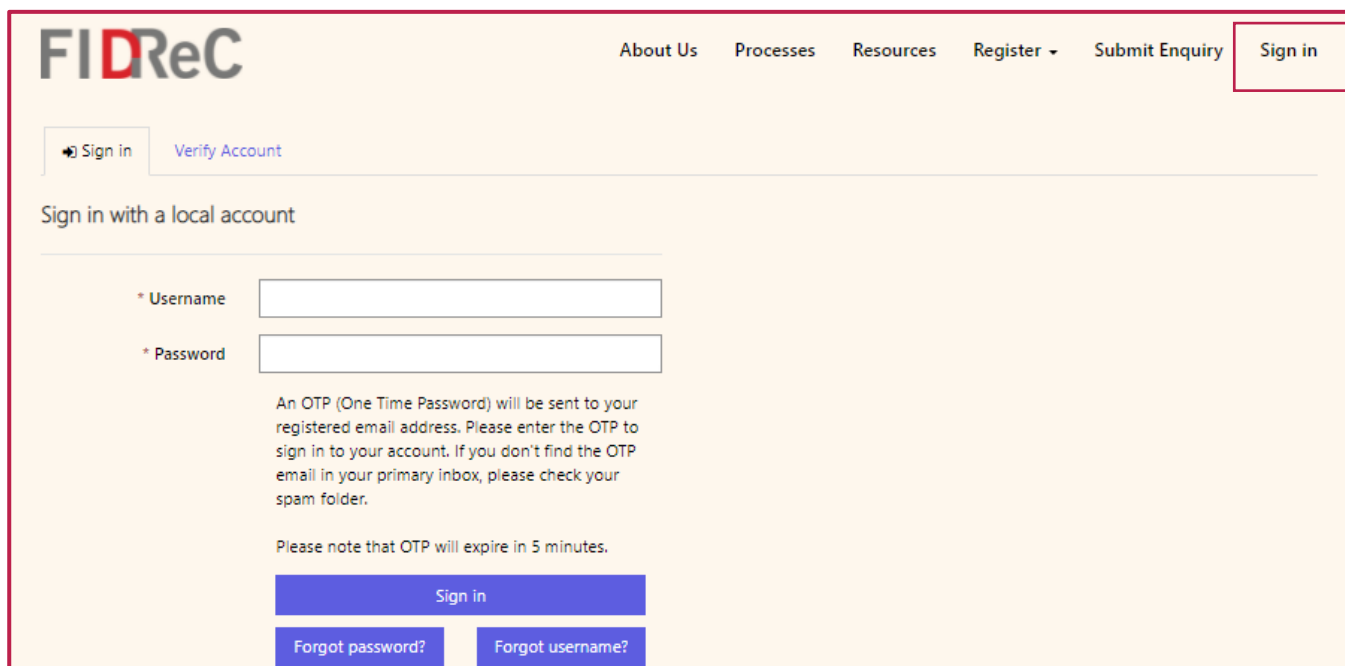


VIEW A COMPLAINT OR CASE

3

SUBMIT YOUR INVESTIGATION REPORT

6



The screenshot shows the FIDReC website's sign-in 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, there are two buttons: 'Sign in' and 'Verify Account'. The main heading is 'Sign in with a local account'. There are two input fields: '* Username' and '* Password'. Below these fields, there is a paragraph of text: '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.' Below this text, it says 'Please note that OTP will expire in 5 minutes.' At the bottom of the form, there are three buttons: 'Sign in', 'Forgot password?', and 'Forgot username?'.

1

To view a complaint filed against your Financial Institution, visit our website at www.fidrec.com.sg.

Select the **Sign in** option on the top menu, and first log in to your account.

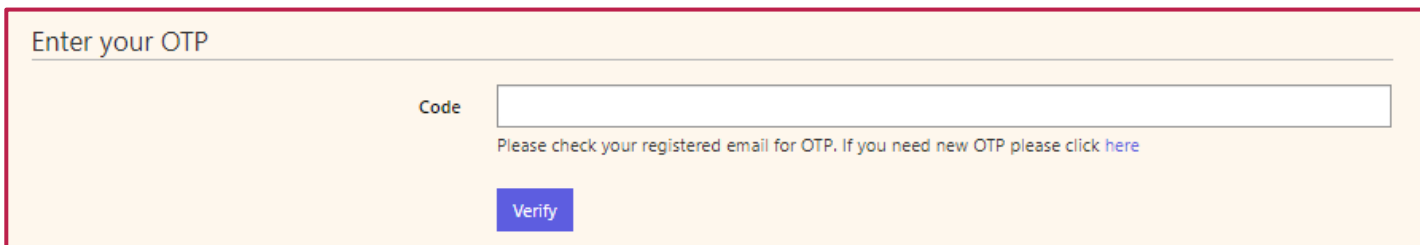
2

Upon clicking 'Sign in' you will be prompted to input an OTP that will be sent to the email registered to your account.

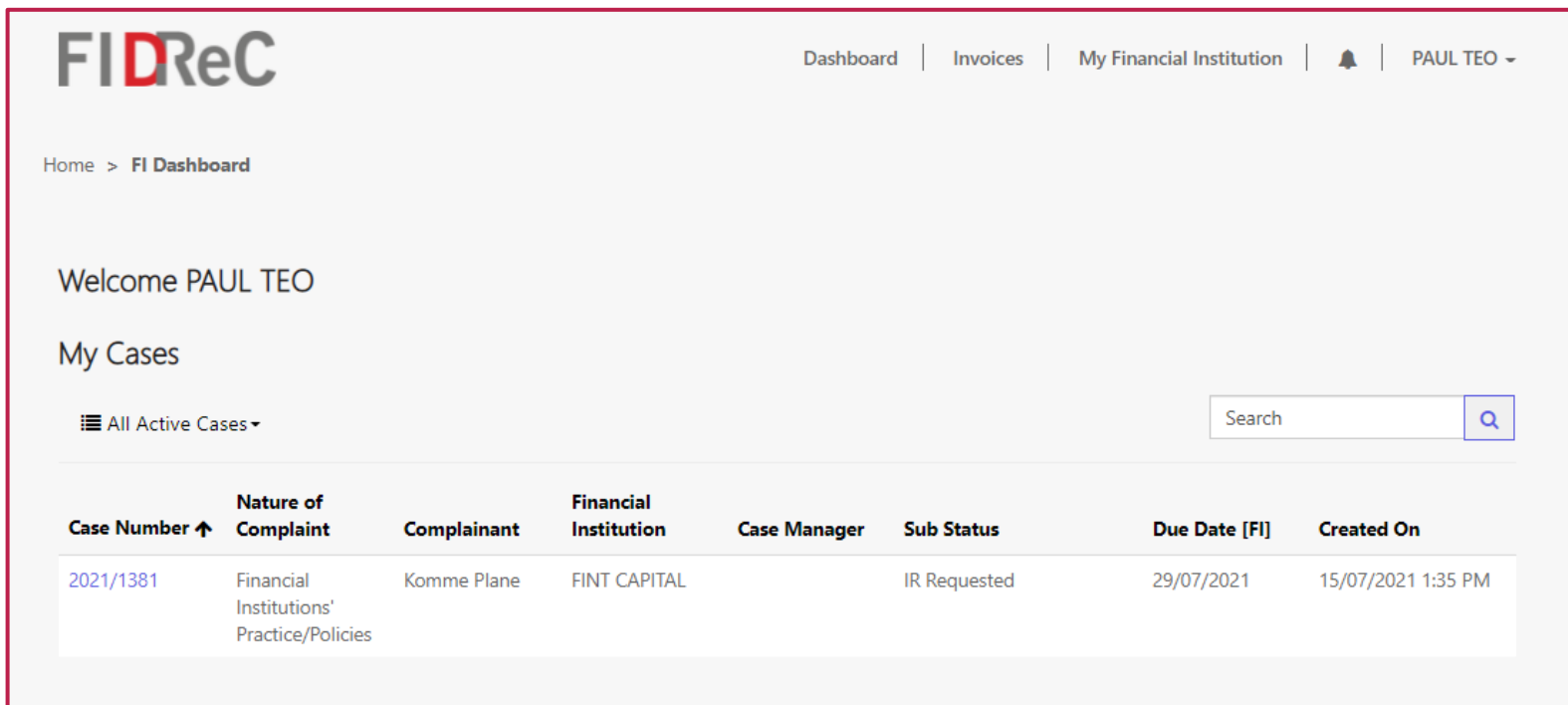


Some helpful tips:

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**.



The screenshot shows the FIDReC OTP verification page. The heading is 'Enter your OTP'. There is a large input field for the 'Code'. Below the input field, there is a link: 'Please check your registered email for OTP. If you need new OTP please click [here](#)'. At the bottom of the form, there is a 'Verify' button.



The screenshot shows the FIDReC dashboard for user PAUL TEO. The dashboard includes a navigation menu with 'Dashboard', 'Invoices', and 'My Financial Institution'. The main content area displays 'Welcome PAUL TEO' and 'My Cases'. A search bar is present above a table of active cases. The table has columns for Case Number, Nature of Complaint, Complainant, Financial Institution, Case Manager, Sub Status, Due Date [FI], and Created On. One case is listed with Case Number 2021/1381, Nature of Complaint 'Financial Institutions' Practice/Policies, Complainant 'Komme Plane', Financial Institution 'FINT CAPITAL', Sub Status 'IR Requested', Due Date '29/07/2021', and Created On '15/07/2021 1:35 PM'.

Case Number ↑	Nature of Complaint	Complainant	Financial Institution	Case Manager	Sub Status	Due Date [FI]	Created On
2021/1381	Financial Institutions' Practice/Policies	Komme Plane	FINT CAPITAL		IR Requested	29/07/2021	15/07/2021 1:35 PM

Should FIDReC choose to proceed with a complaint against your Financial Institution (FI) you will be requested to provide your investigation report.

3

After logging in, you will be able to view the cases where you are a primary or secondary contact on your dashboard.



Some helpful tips:

The primary contact of your FI will receive an automated email requesting the investigation report. By default, the primary contact of your FI will be assigned to all cases unless otherwise specified.



All Active Cases ▾ 🔍

Case Number ↑	Nature of Complaint	Complainant	Financial Institution	Case Manager	Sub Status	Due Date [FI]	Created On
2021/1663		ONG KOK CHEN UAT	TEST FI	Service User01	Pending Complainant Decision on Award	26/10/2021	12/10/2021 2:39 PM
2021/1666		ONG KOK CHEN UAT	TEST FI	Service User01	IR Requested	28/10/2021	14/10/2021 8:27 AM

4

Click on the case number of the **Case** you want to view the **Case Details**.

Home > [2021/1666](#) Export

- Section 1 - Case Overview ▾
- Section 2 - Product Information ▾
- Section 3 - Investigation Report ▾
- Upload Documents - Please upload all your documents ⓘ ▾
- Timelines ▾

Submit

5

You will be brought to the **Case Details** page where the different details of each case are segmented into different sections.



Section 1 - Case Overview

Case Number 2021/1666	Case Manager Service User01
Financial Institution TEST FI	Case Status IR Requested
Complaint Date 14/10/2021	Complainant * ONG KOK CHEN UAT
Contact for the Case *	
Secondary Contact Person 1	Secondary Contact Person 2

- 1 Once you have accessed the case, click on the dropdown next to section 1 to open the **Case Overview** section.
- 2 You will be able to see details related to the case such as the Case Number and Case Manager. You can then assign the **primary and secondary contacts** for the case. A primary contact must be added before secondary contacts.


FI members need to be added to the FI by its Primary Contact or CEO in order to be associated as contacts for a case. There is a limit of 3 contacts per case. Should more be required, please contact your case manager.



Section 2 - Product Information

Please provide the Product Status, Maturity Date and Remarks for each product listed below.

Product ↑	Claim Type	Claim Value (\$\$)	Claim Description	Case
(IM2) Fixed Income	Monetary	\$3,000.00	This is a claim description	ONG KOK CHEN UAT v TEST FI

 View details

Type of Policy / Product *

Investments

Policy / Product *

(IM2) Fixed Income

Product Status *

Active

Maturity Date

01/01/2024

Name of Policy / Account Holder *

Test CM

Policy / Product Number *

IM20000001

Claim Type *

Monetary

Claim Value (\$\$) *

\$3,000.00

Name of Policy / Product

Test Policy/product

Coverage Type

Test

Salesperson

Test Salesperson

Remarks

This is a remark

Submit Claim

3

Next, you need update the **Product Status, Maturity Date & Remarks** for each listed product.


4

Click on  beside the listed product. Next, click **View Details** to bring up the Product window.

5

Select the **Product Status** from the dropdown field. Fill in the maturity date and any remarks. Once done, click **Submit Claim** to update product details.



Some helpful tips:
Click on the  button to select the Maturity date or simply type it into the field.



Section 3 - Investigation Report

You can either choose to describe your internal Investigation or upload your own Investigation Report below

Please note that information contained in your Investigation Report may be released to the Complainant. If there is any information meant only for FIDReC and not the complainant, you should state so in the appropriate section below.

I want to :

- Describe my Investigation below
- Upload my own Investigation Report

Description of Internal Investigation ⓘ

Please share any information with us, that you do NOT want to share with the Complainant below:

Settlement Offer *

6

To submit your investigation report (IR) Open **Section 3 – Investigation Report**. You can choose to describe your investigation in the textbox or you can choose to **upload your own IR. (Step 10)**.

7

Fill in the **Description of Internal Investigation** field with details of your investigation outcome. If there is any information that you do not wish to share with the complainant, that information should be placed in a separate field. This will help the case manager identify what information can and cannot be shared with the complainant.



Settlement Offer *

Amount (S\$) ▾

Settlement Value (S\$) *

Settlement Offer *

Other type of offer ▾

Settlement Description *

Settlement Offer *

No Offer ▾

8

There are 3 types of settlement offers– **Monetary, Other Type of Offer** and **No Offer**.

9

As observed on the screenshots, the **details that you have to fill in differs** according to the **choice of settlement offer** you have chosen for your complainant.



Some helpful tips:

It is mandatory to indicate if you have a settlement offer for the complainant.



Section 3 - Investigation Report

You can either choose to describe your internal Investigation or upload your own Investigation Report below

Please note that information contained in your Investigation Report may be released to the Complainant. If there is any information meant only for FIDReC and not the complainant, you should state so in the appropriate section below.

I want to :

Describe my Investigation below

Upload my own Investigation Report

Please share any information with us, that you do NOT want to share with the Complainant below:

Please do not share this

Settlement Offer *

No Offer

Upload Documents - Please upload all your documents

Add Document

- 10 Select **Upload my own Investigation Report** if you wish to upload your own report.
- 11 Do also indicate clearly the information you do not wish to share with the complainant.
- 12 Choose a settlement offer as detailed in **Step 8**.
- 13 Click **Add Document** to bring up the **Upload Document** window.



Document Name *

Investigation Report

Type of document *

Investigation Report

Can this document be shared with complainant

Yes

Please Select the File that you would like to upload. Do make sure to upload the files relevant to type of document that you have selected. *

Choose File Investigation Report.docx

Submit

Upload Documents - Please upload all your documents ⓘ

Add Document

Document Name ↑	Document Type	Created On
Investigation Report	Investigation Report	15/10/2021 10:33 AM

Mandatory Documents

I have uploaded my investigation report

Based on the details provided in this form, you are required to upload the following documents as part of your submission. Please upload the documents in the section above and confirm that these documents have been uploaded. *

14 Fill in the **Name** of the document and select **Investigation Report** as the **type** of the document.

15 Click **Choose File** to upload the desired file from your computer. Click **Submit** to upload the document.

16 The uploaded file should now be visible under **Upload Documents**. Once done, tick **“I have uploaded my Investigation report”**.



Some helpful tips:

You can add more than one document by repeating the process. Documents include spreadsheets and audio-visual files. They may be in common formats such as .doc, .xls, .ppt, .pdf, mp4, .wmv, etc. [Viewing new cases & Submitting IR | 11](#)



Timelines

Submit

17 Once done **describing your Internal Investigation** or **uploading your report**, scroll to the bottom of the **Case Details** page.

18 Under Timelines, click **Submit** to finalise the **IR submission**.





Thank you!