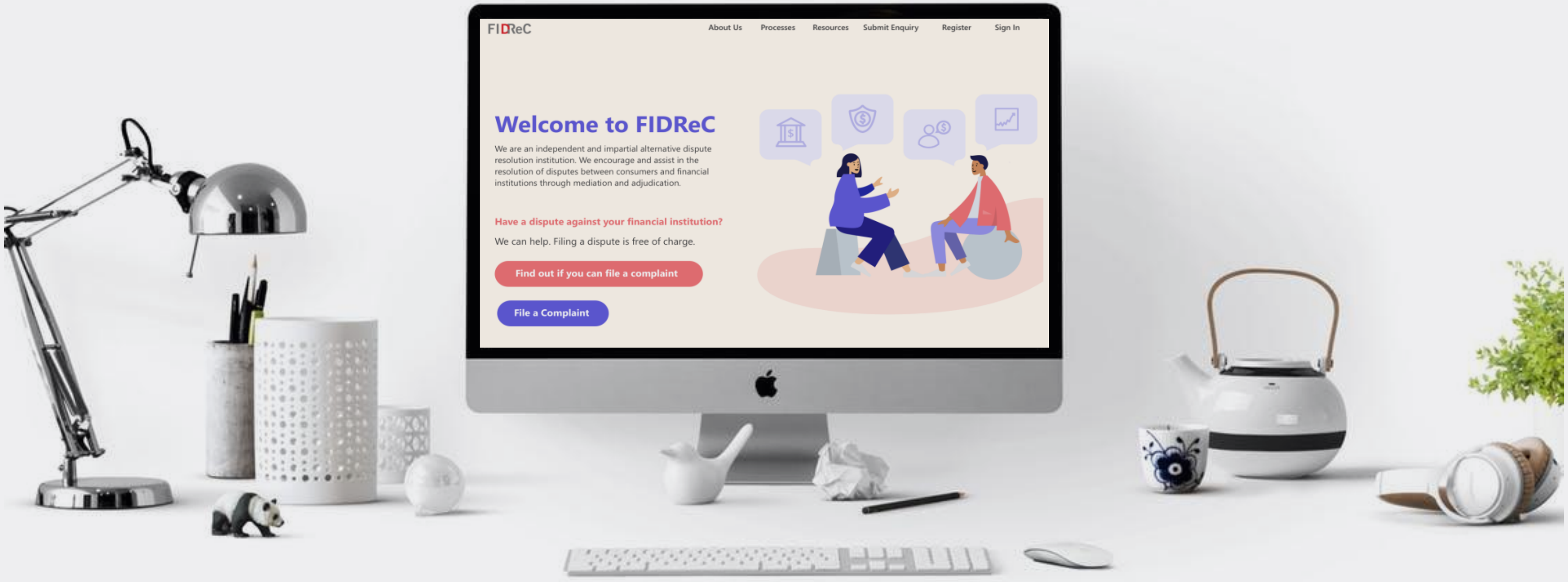
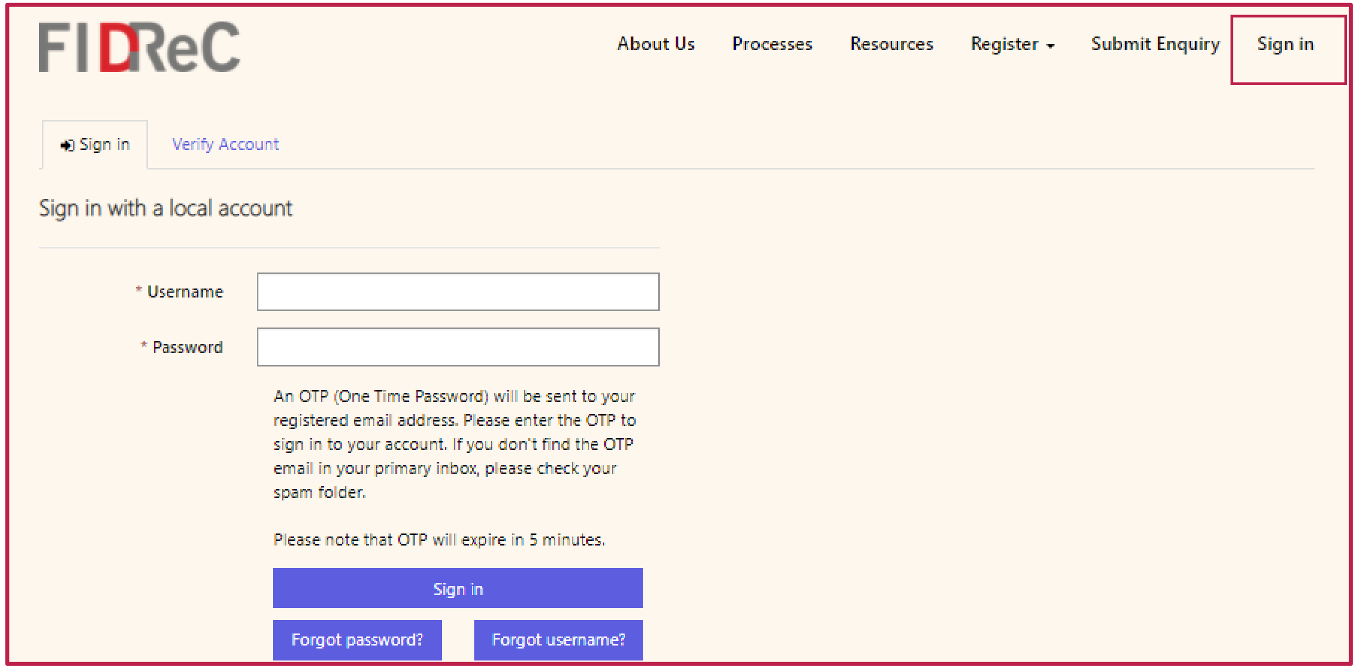
FIDReC

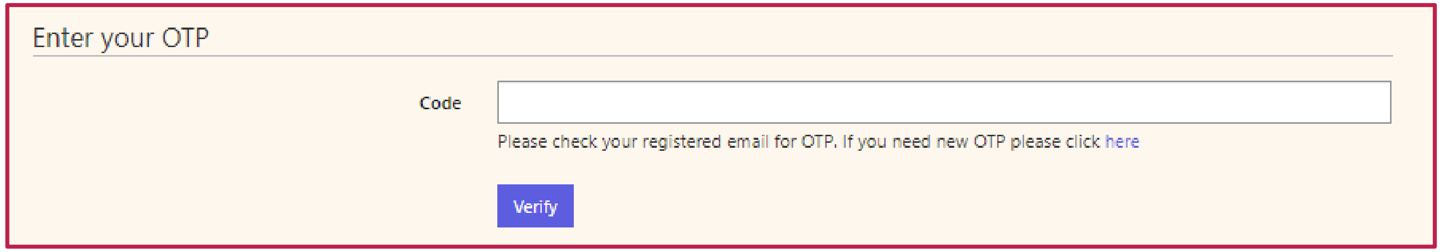


User Manual

Viewing complaints & Submitting IR

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





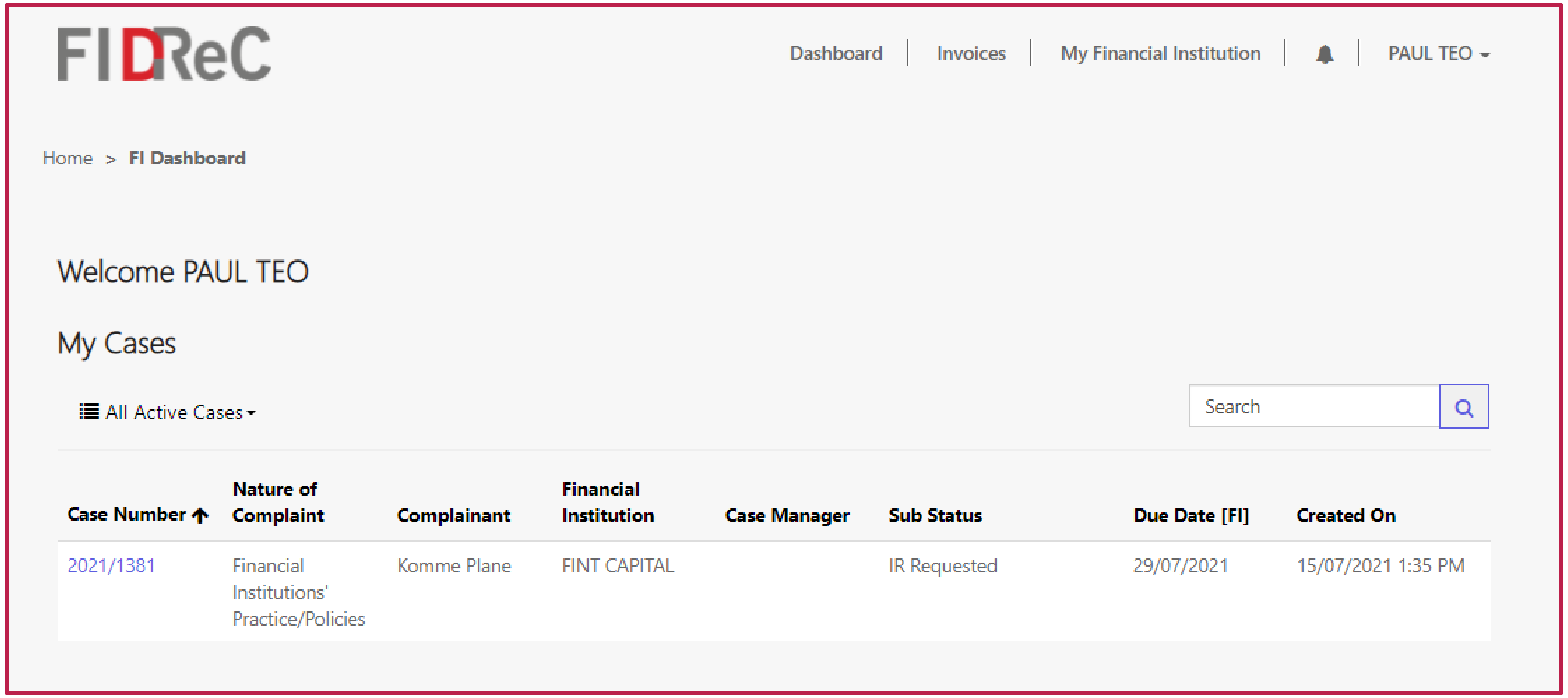
1. To view a complaint filed against your Financial Institution, visit our website at www.fidrec.com.sg. Select the **Sign in** option on the top menu, and first log in to your account.

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

VIEW A COMPLAINT OR CASE



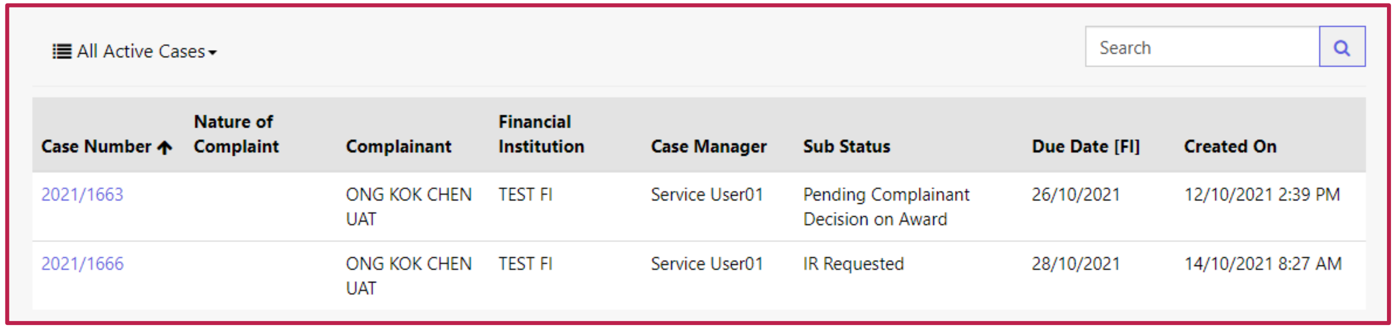
Should FIDReC choose to proceed with a complaint against your Financial Institution (FI) you will be requested to provide your investigation report.

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.

VIEW A COMPLAINT OR CASE

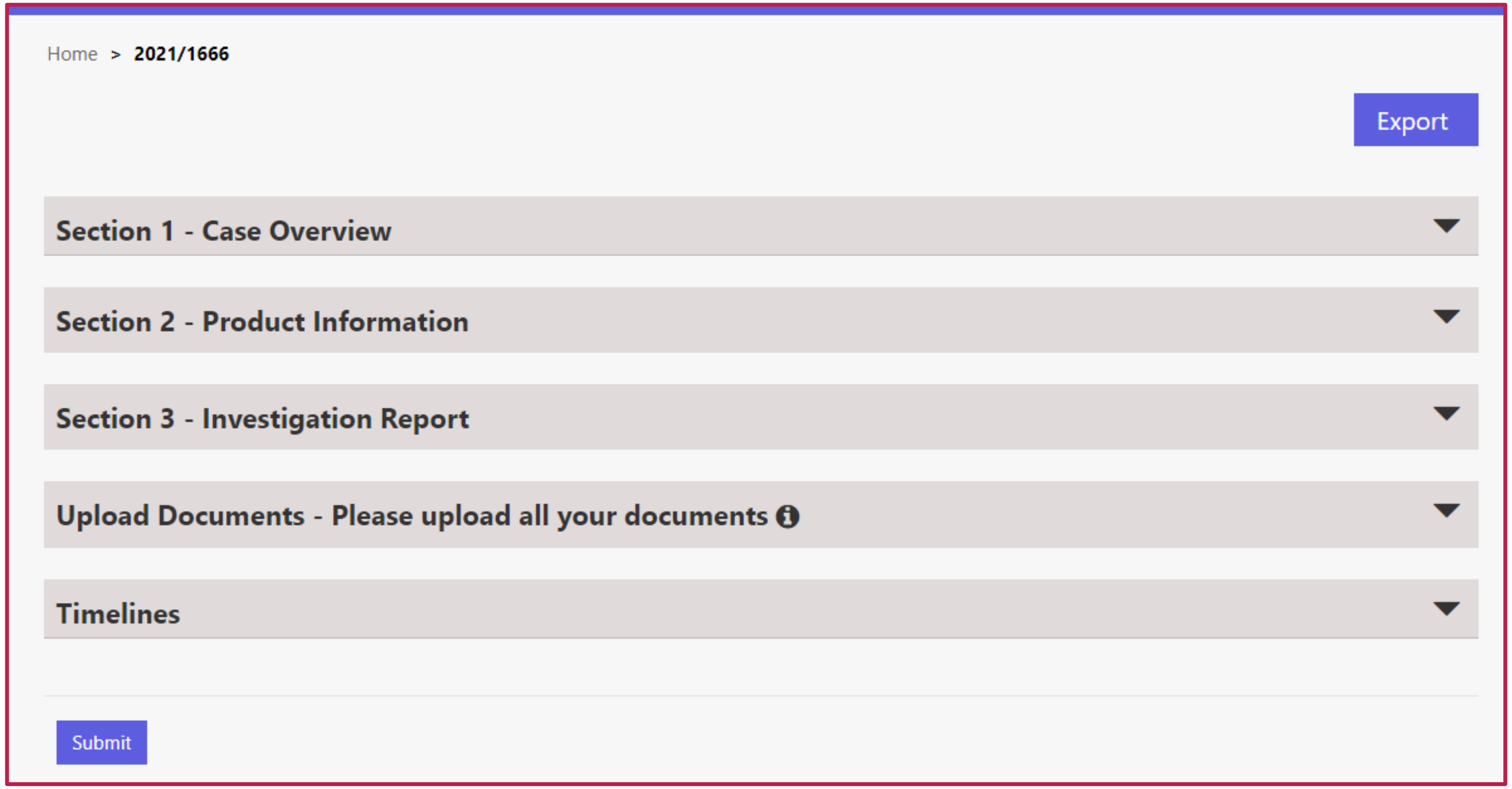
FIDReC



All Active Cases

Search

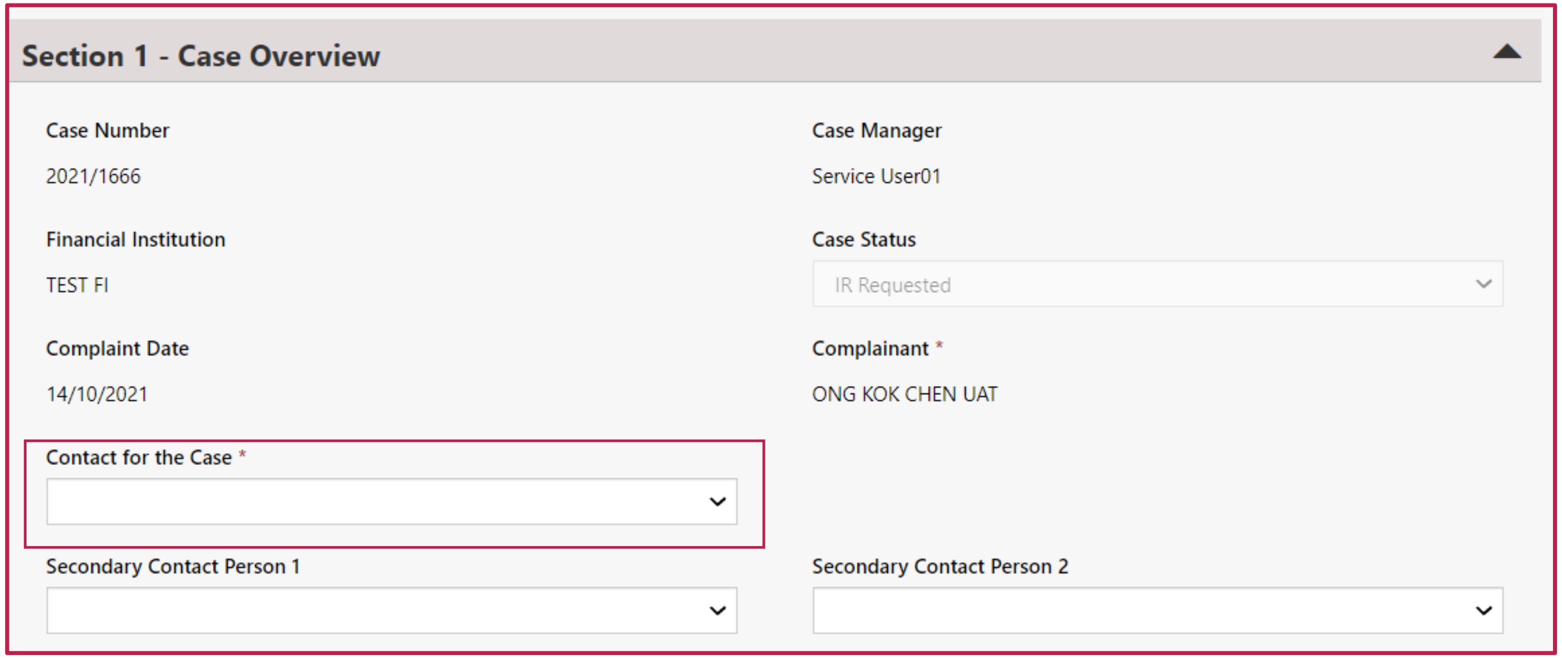
Case Number	Nature of Complaint	Complainant	Financial Institution	Case Manager	Sub Status	Due Date [FI]	Created On
2021/1663		ONG KOK CHEN UAT	TEST FI	Service User01	Pending Complainant Decision on Award	26/10/2021	12/10/2021 2:39 PM
2021/1666		ONG KOK CHEN UAT	TEST FI	Service User01	IR Requested	28/10/2021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



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

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

FIDReC

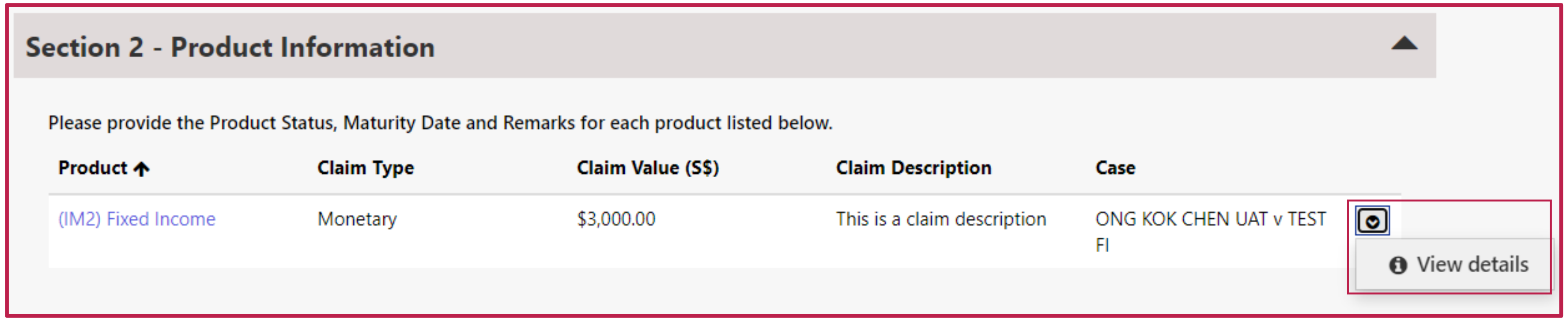


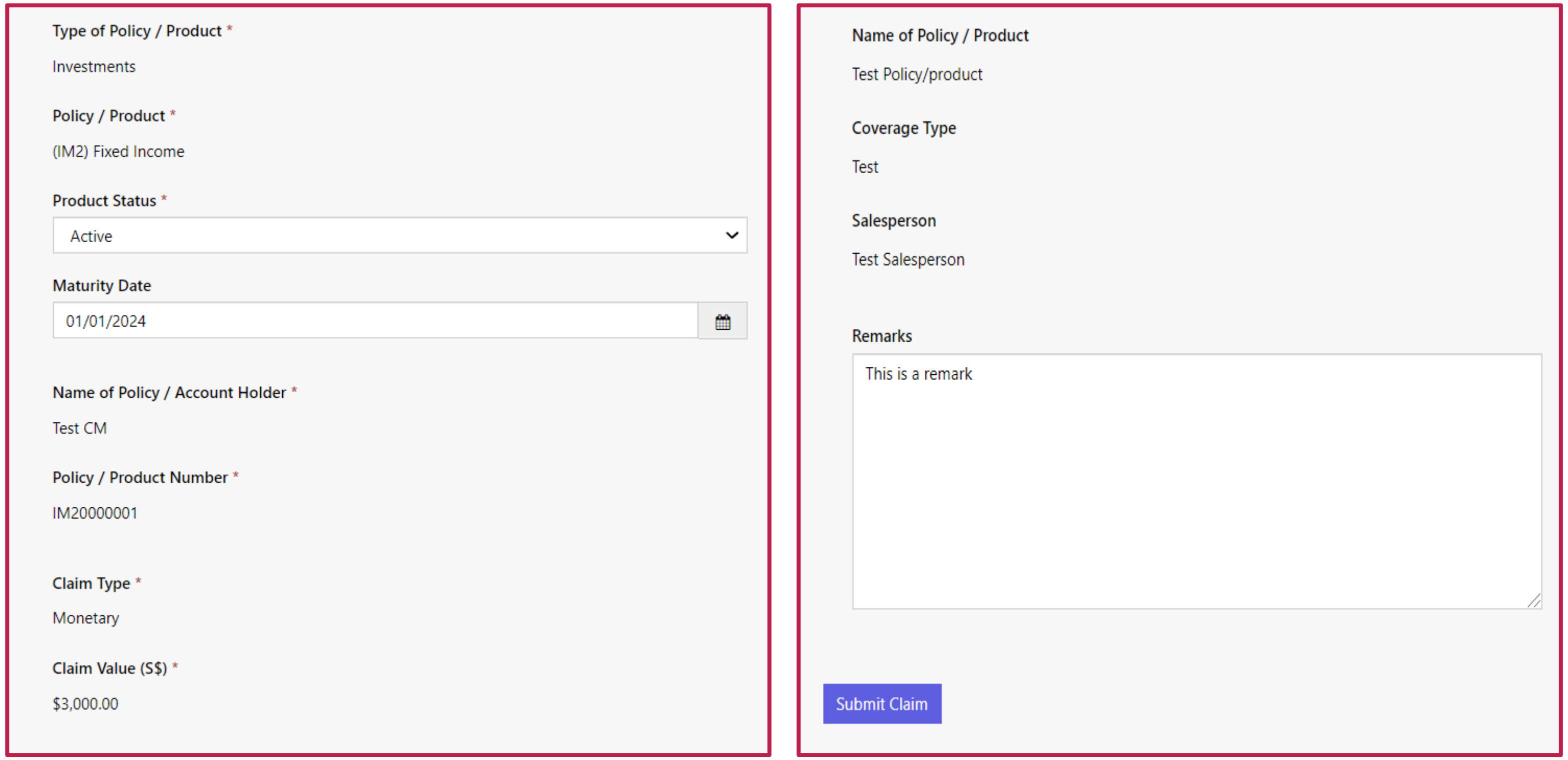
1. Once you have accessed the case, click on the dropdown next to section 1 to open the **Case Overview** section.

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 associatedas contacts for a case. There is a limit of 3 contacts per case. Should more be required, please contact your case manager.

FIDReC





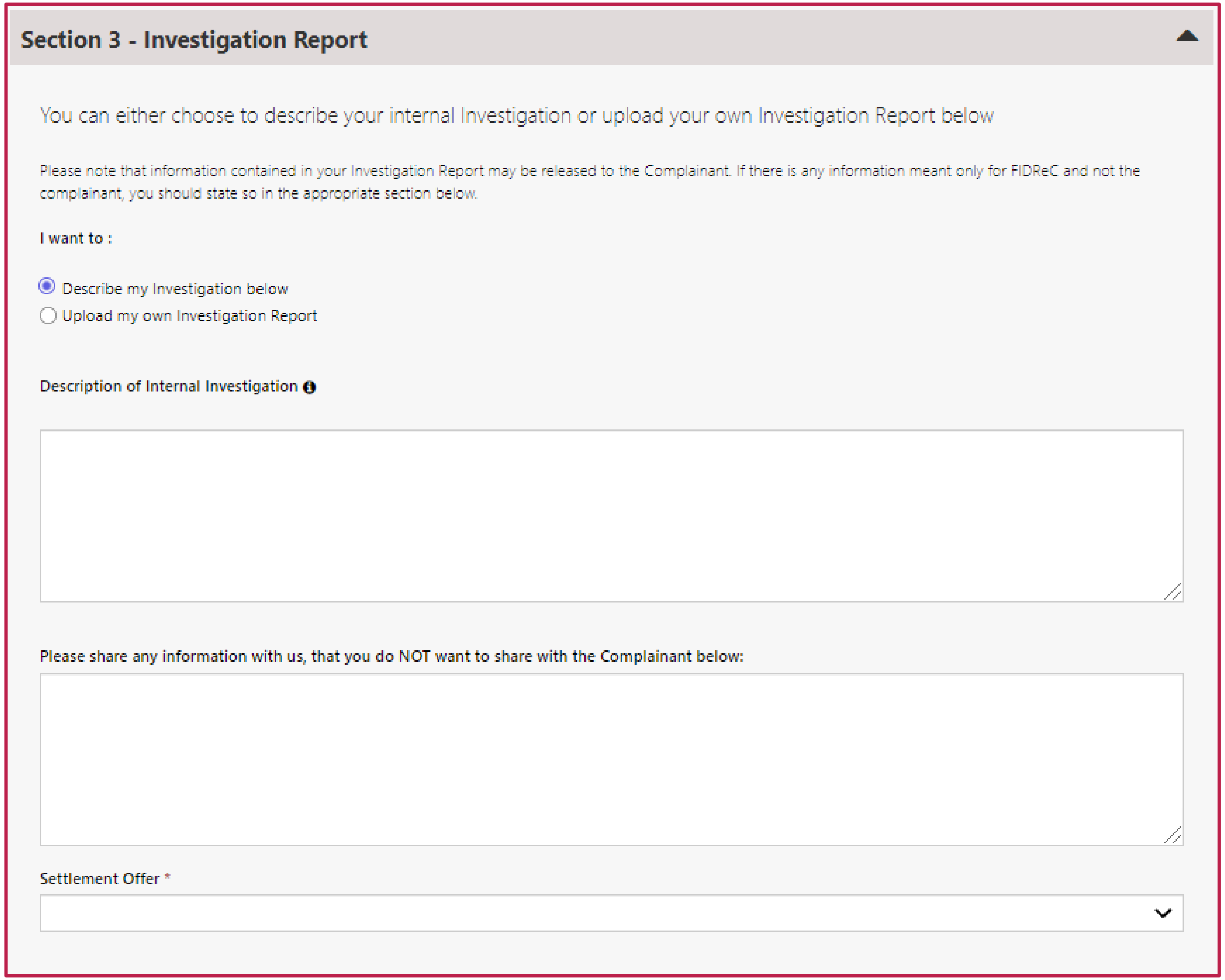
3 Next, you need update the **Product Status, Maturity Date & Remarks** for each listed product.

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.

SUBMIT YOUR INVESTIGATION REPORT



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.

FIDReC

Settlement Offer *

Amount (S$)

Settlement Value (S$) *

Settlement Offer *

Other type of offer

Settlement Description *

Settlement Offer *

No Offer

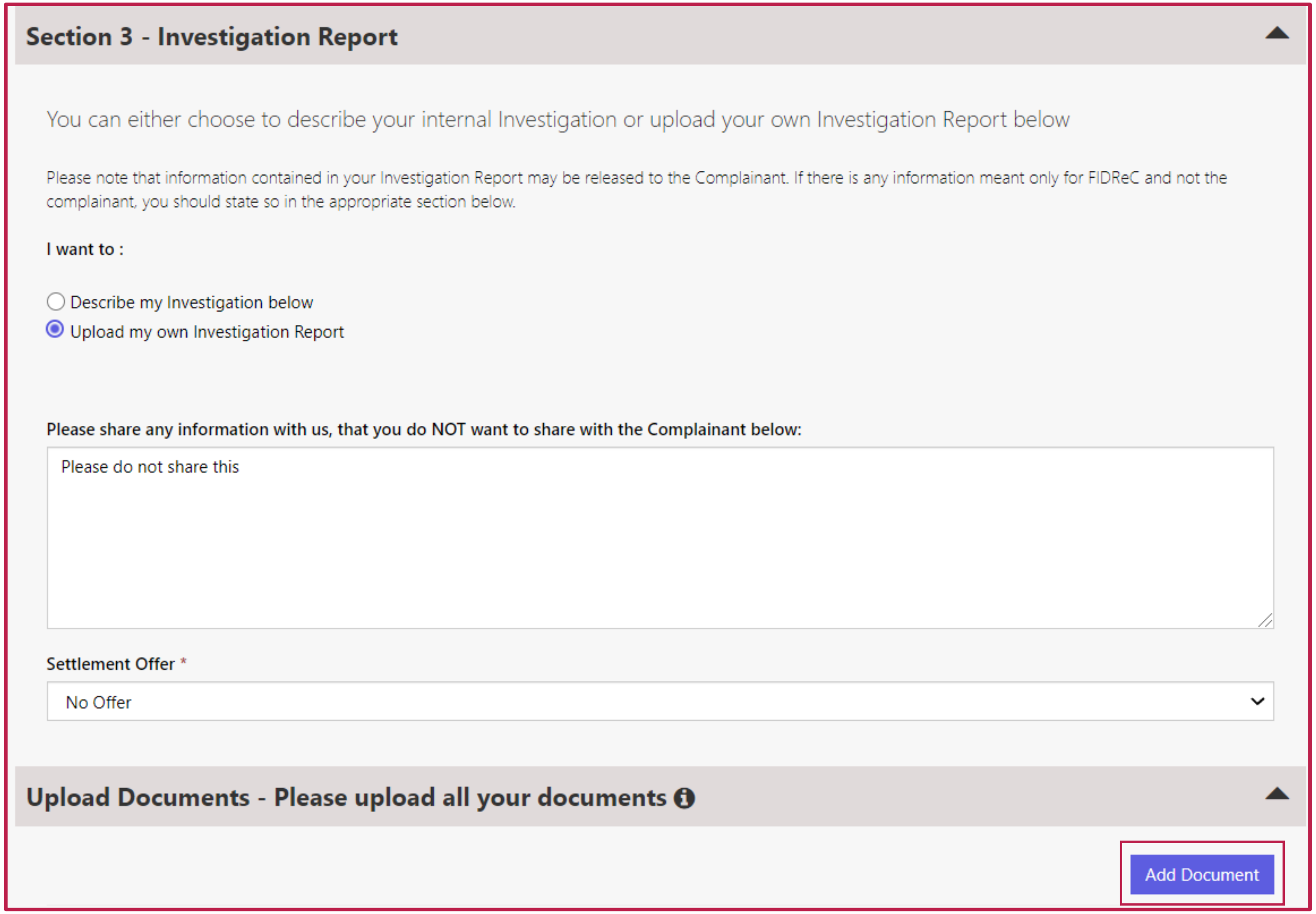
8 There are 3 types of settlement offers– **Monetary, Other Type of Offer** and **No Offer.**

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.

SUBMIT YOUR INVESTIGATION REPORT

FIDReC


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.

SUBMIT YOUR INVESTIGATION REPORT

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.

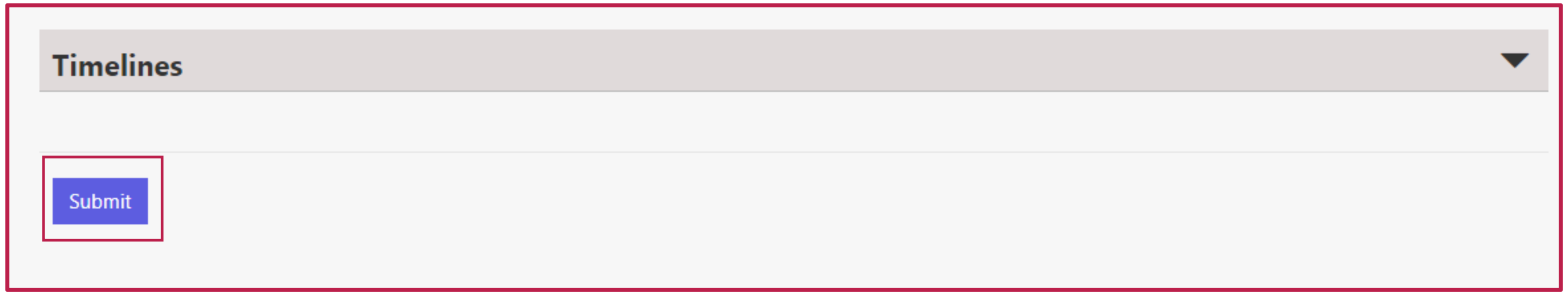
15 Click Choose File to upload the desired file from your computer. Click Submit to upload the document.

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.

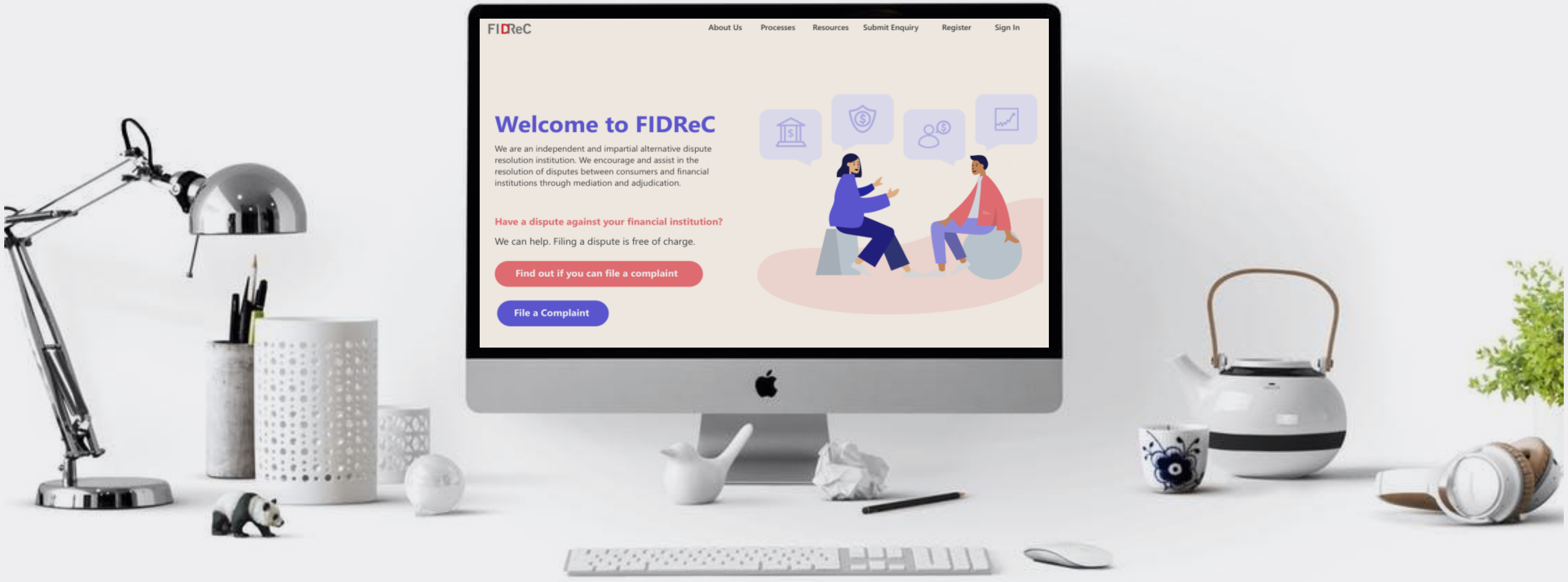
SUBMIT YOUR INVESTIGATION REPORT



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.**

FIDReC



Thank you!