

User Manual

Submitting an Enquiry

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



SUBMIT AN ENQUIRY WITH FIDREC

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Home > **Submit Enquiry**

Personal Details

Salutation *

Name *

NRIC / FIN / Passport No

Phone number

Email *

1

To submit an enquiry with us, visit our website at www.fidrec.com.sg. Click on the **Submit Enquiry** option on the top menu.

2

This will bring you to the **Submit Enquiry page**. Here, you will have to first fill in your personal details such as your Name, NRIC, Email and Phone number.



Some helpful tips:
Do fill in the correct **Email address** as we will be using this to contact you.



Details of Enquiry

Nature of Enquiry *

Financial Institution Complained Against

Other Financial Institution?

If the Financial Institution that you are complaining against cannot be found in the dropdown list, please manually input its name in the field provided.

3

Next, you have to fill in the **Nature of Enquiry**. This describes what your enquiry is about. It is located under the **Details of Enquiry** section. Click on the field to view the dropdown list as shown.

Nature of Enquiry *

- Our Location & Operating Hours
- Claims & Disputes
- Financial Institution Information
- FIDReC's Role & Jurisdiction
- Others

4

Select and click on the **Nature of Enquiry** that is the most appropriate or relevant to you.



Some helpful tips: If your enquiry does not fall into any of the options in the dropdown list, please select the 'Others' option.



Details of Enquiry

Nature of Enquiry *

Claims & Disputes

Other Financial Institution?

Financial Institution Complained Against

Please click on the search icon to select

If the Financial Institution that you are complaining against cannot be found in the dropdown list, please manually input its name in the field provided.

UAT

Financial Institution ↑

<input checked="" type="checkbox"/>	UAT COMAPNY 019
<input type="checkbox"/>	UAT COMPANY 001
<input type="checkbox"/>	UAT COMPANY 011
<input type="checkbox"/>	UAT COMPANY 015
<input type="checkbox"/>	UAT COMPANY 016
<input type="checkbox"/>	UAT COMPANY 021
<input type="checkbox"/>	UAT COMPANY 021

Select Cancel Deselect

5

If you chose 'Claims & Disputes' as the **Nature of Enquiry**, you must select the **Financial Institution (FI)** you want to lodge an enquiry against.

6

Type in your search query or click the button to start the search. You will see a list of **FIs** that match your input.



UAT

Financial Institution ↑

<input checked="" type="checkbox"/>	UAT COMAPNY 019
<input type="checkbox"/>	UAT COMPANY 001
<input type="checkbox"/>	UAT COMPANY 011
<input type="checkbox"/>	UAT COMPANY 015
<input type="checkbox"/>	UAT COMPANY 016
<input type="checkbox"/>	UAT COMPANY 22
<input type="checkbox"/>	UAT COMPANY 23

Select Cancel Deselect

7

If the **FI** you have searched is a registered member in our database, it should appear as a search result.

8

Tick the **FI** your claim or dispute relates to and click to proceed.

Select



Some helpful tips:

You can also add the * symbol before or after the search text to view more relevant results.



Details of Enquiry

Nature of Enquiry *

Financial Institution Complained Against

Please click on the search icon to select

Other Financial Institution?

If the Financial Institution that you are complaining against cannot be found in the dropdown list, please manually input its name in the field provided.

Financial Institution Complained Against

Please click on the search icon to select

Other Financial Institution?

If the Financial Institution that you are complaining against cannot be found in the dropdown list, please manually input its name in the field provided.

9 Please ensure that your selected **Financial Institution(FI)** appears in the **Financial Institution Complained Against** field.

10 If you have accidentally selected the wrong **FI** or wish to change your selection, click the button and restart the **FI** search process.

 **Some helpful tips:**
 If the **FI** cannot be found in our list, you can type its name in the **Other Financial Institution** field.



Description of Enquiry *



[Generate a new image](#)
[Play the audio code](#)

Enter the code from the image

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Next, fill in the **Description of Enquiry** textbox. Please try to include as many details as possible as it will help us understand your enquiry better. Lastly, fill in the code from the captcha and click .



Home > Enquiry Submitted Successfully!

Your Enquiry has been submitted. We will contact you as soon as possible.

SU Service User01 <serviceuser01@fidrec.com.sg> ↶ ↷ → ...
 Sun 10/17/2021 3:31 PM
 To: You

Dear UAT Tester,

Thank you for your Enquiry!

Your reference number is E21101544

We are now looking into your enquiry and will get back to you as soon as possible.

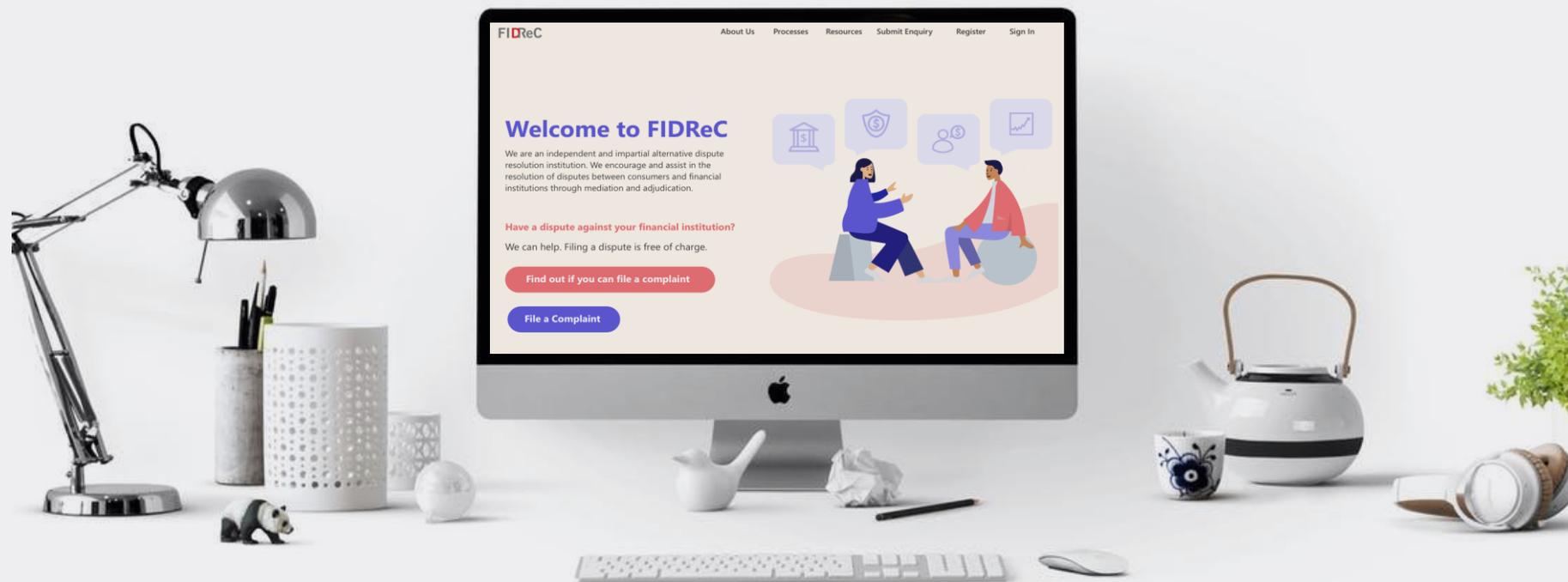
Yours faithfully,
 Financial Industry Disputes Resolution Centre Ltd (FIDReC)

*** This is a system generated message. Please do not reply to this email.
 Kindly visit www.fidrec.com.sg for more information or to log in to your portal.***

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After submission, you will see a message to indicate your successful enquiry submission. You will also receive a confirmation email from us. We'll contact you as soon as possible.





Thank you!