

User Manual

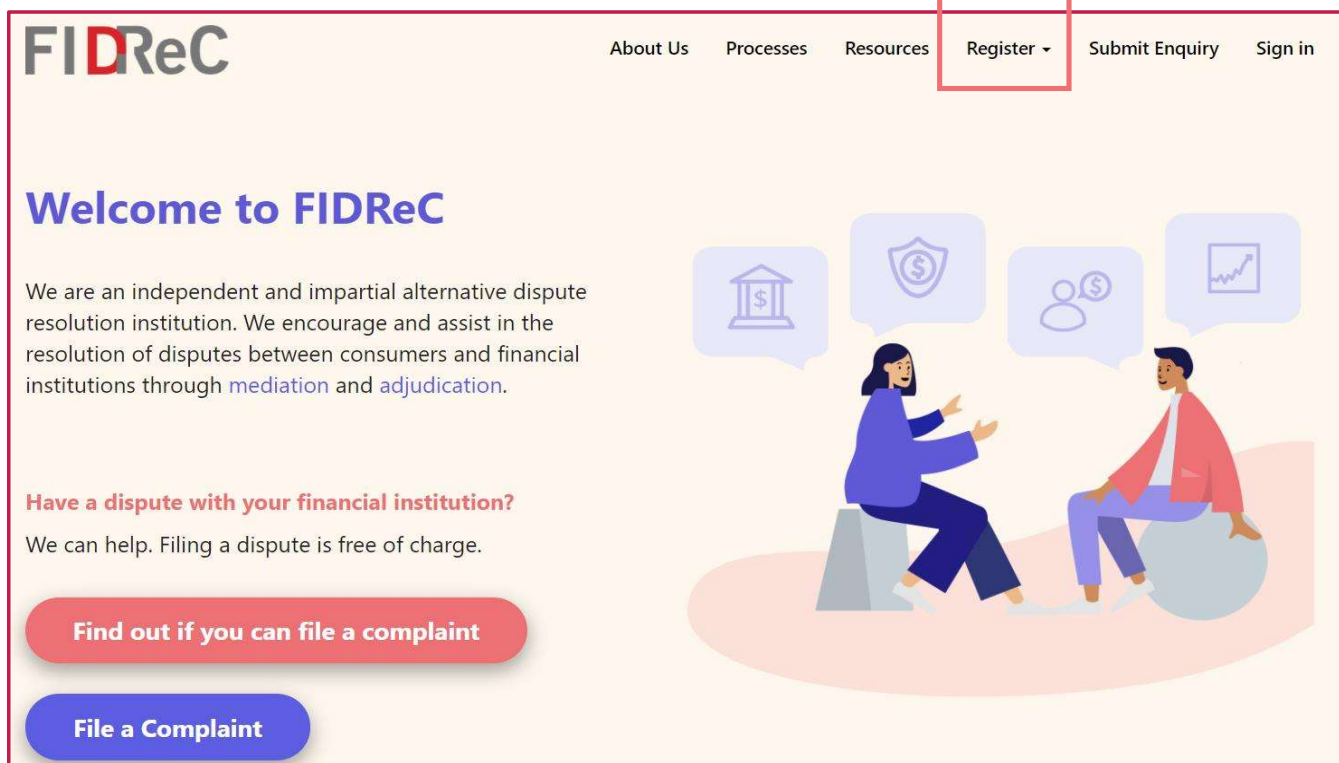
Registering an account with FIDReC

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



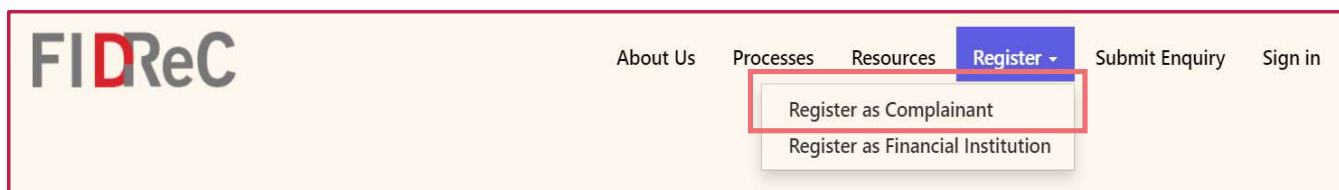
REGISTER AN ACCOUNT WITH FIDREC BY
SUBMITTING OUR ONLINE FORM

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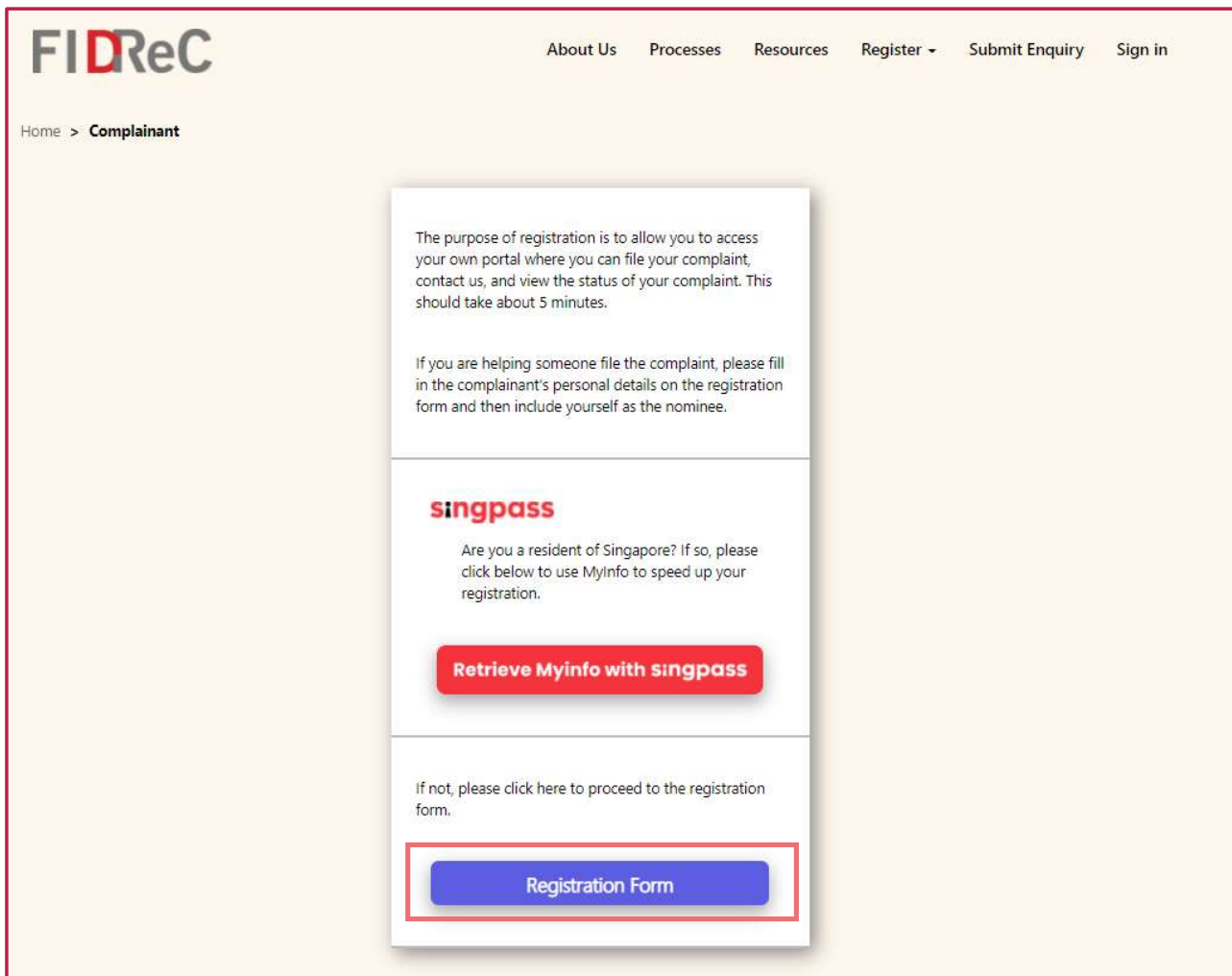


The screenshot shows the FIDReC homepage. At the top, there is a navigation bar with the following links: About Us, Processes, Resources, Register (highlighted with a red box), Submit Enquiry, and Sign in. Below the navigation bar, the FIDReC logo is displayed on the left. To the right of the logo, there is a large illustration of two people sitting on a large rock, engaged in a conversation. Above them are four speech bubbles containing icons: a bank building, a shield with a dollar sign, two people with a dollar sign, and a line graph. Below the illustration, there is a red button that says 'Find out if you can file a complaint' and a blue button that says 'File a Complaint'.

- 1 To register an account with us using our online form, select the **Register** option on the top menu, and click on **Register as Complainant**.



This screenshot shows the FIDReC homepage with the 'Register' dropdown menu open. The dropdown menu contains two options: 'Register as Complainant' and 'Register as Financial Institution'. Both options are highlighted with a red box.



FIDReC

About Us Processes Resources Register ▾ Submit Enquiry Sign in

Home > Complainant

The purpose of registration is to allow you to access your own portal where you can file your complaint, contact us, and view the status of your complaint. This should take about 5 minutes.

If you are helping someone file the complaint, please fill in the complainant's personal details on the registration form and then include yourself as the nominee.

singpass

Are you a resident of Singapore? If so, please click below to use Myinfo to speed up your registration.

Retrieve Myinfo with singpass

If not, please click here to proceed to the registration form.

Registration Form

2 On the registration options page, select **Registration Form**. This will bring you to our online registration form.



Some helpful tips:

If you are a resident of Singapore, please select **Retrieve Myinfo with singpass** for a quick and easy way to register and have your identity verified. Otherwise, you will have to fill in your details and FIDReC will authenticate your identity separately.



[Home](#) > [Complainant](#) > **Registration**

Personal Details


Salutation *	Name *
<input type="text"/>	<input type="text"/>
NRIC / FIN / Passport No. *	Date of Birth *
<input type="text"/>	<input type="text"/>
Email *	<small>Please enter date in DD/MM/YYYY format.</small>
<input type="text"/>	<input type="text"/>
Nationality *	Phone Number *
<input type="text"/>	<input type="text"/>
<small>Please click on the search icon to select.</small>	Residential Status *
Occupation	<input type="text"/>
<input type="text"/>	Name of Employer
Gender	<input type="text"/>
<input type="text"/>	

Address

Block / Building / Line 1 *	Floor / Unit / Line 2
<input type="text"/>	<input type="text"/>
Street *	Postal Code
<input type="text"/>	<input type="text"/>
City *	State / Province
<input type="text"/>	<input type="text"/>
Country *	
<input type="text"/>	


Please click on the search icon to select.

3

Fill in the information requested under the **Personal Details** and **Address** sections. For **Nationality** and **Country** you can click on the  icon to search for your relevant details.




Some helpful tips:

All mandatory information that must be filled can be identified by a * next to the field. When filling in your date of birth, you can choose to select a date by clicking on the  icon.



[About Us](#) [Processes](#) [Resources](#) [Register](#) [Submit Enquiry](#) [Sign in](#)

Additional Details

I can speak:  *

- ☐ English
- ☐ Mandarin
- ☐ Malay
- ☐ Tamil

Please contact me via *

Highest Education *

Please acknowledge that you have read, understood and accept all the terms and conditions set out in the [Terms of Reference](#) and [Terms of Use and Obligation of Confidentiality](#).

☐ I acknowledge and accept the Terms and Conditions specified under the agreements stated above. *




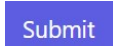
[Generate a new image](#)

[Play the audio code](#)

Enter the code from the image

Submit

4 Fill in the **Additional Details** section. You can hover your cursor over the  icon to view tips and explanations.

5 Before submitting the registration form, you will need to accept the terms and conditions as stated by FIDReC. You can read the **Terms of Reference** and **Terms of Use and Obligation of Confidentiality** by clicking on the links. The final step is to fill in the captcha code from the image and click 

FIDReC About Us Processes Resources Register ▾ Submit Enquiry Sign in

Home > Complainant > Registration > **Successful**

Thank you for registering with us! A verification link has been sent to your registered email.
Please do not close the browser.
Please follow the instruction in the email to activate your account within 30 Minutes, or your OTP might expire.

Thank you for registering with FIDReC.

Please click the registration link below and follow the steps to create your username and password. Kindly note that the OTP will expire within 30 minutes.

OTP : 492622

[Registration Link](#)

FIDReC About Us Processes Resources Register ▾ Submit Enquiry Sign in

[Sign in](#)

Please enter your OTP

* OTP

6 After submitting your form, you will be shown a message to indicate your registration has been submitted. You will then be automatically redirected to the page for you to enter your OTP.

7 As next steps, an OTP will be sent to the registered email address. You can click on the **Registration Link** in the email, or use the page mentioned in the previous step.

8 If you did not receive an email, and it has not been redirected to your Junk or Spam folder, or if your OTP has expired, you can click .

FIDReC [About Us](#) [Processes](#) [Resources](#) [Register ▾](#) [Submit Enquiry](#) [Sign in](#)

Home > **Resend OTP**

Resend OTP

* Email

Enter your email address to request a new OTP.

[Send](#)

FIDReC [About Us](#) [Processes](#) [Resources](#) [Register ▾](#) [Submit Enquiry](#) [Sign in](#)

Home > **Resend OTP**

Resend OTP

Email sent. You will be redirected to the OTP screen

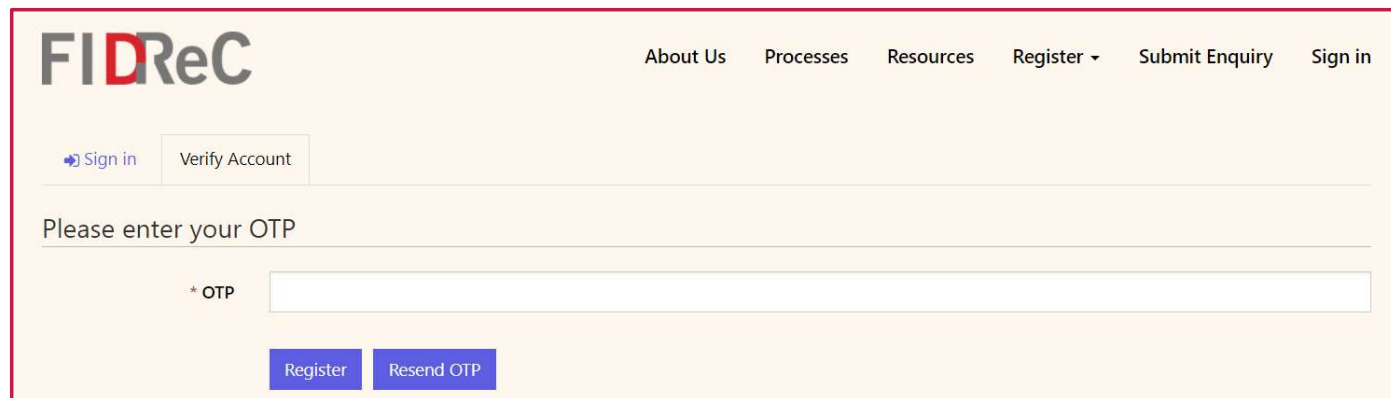
* Email

Enter your email address to request a new OTP.

[Send](#)

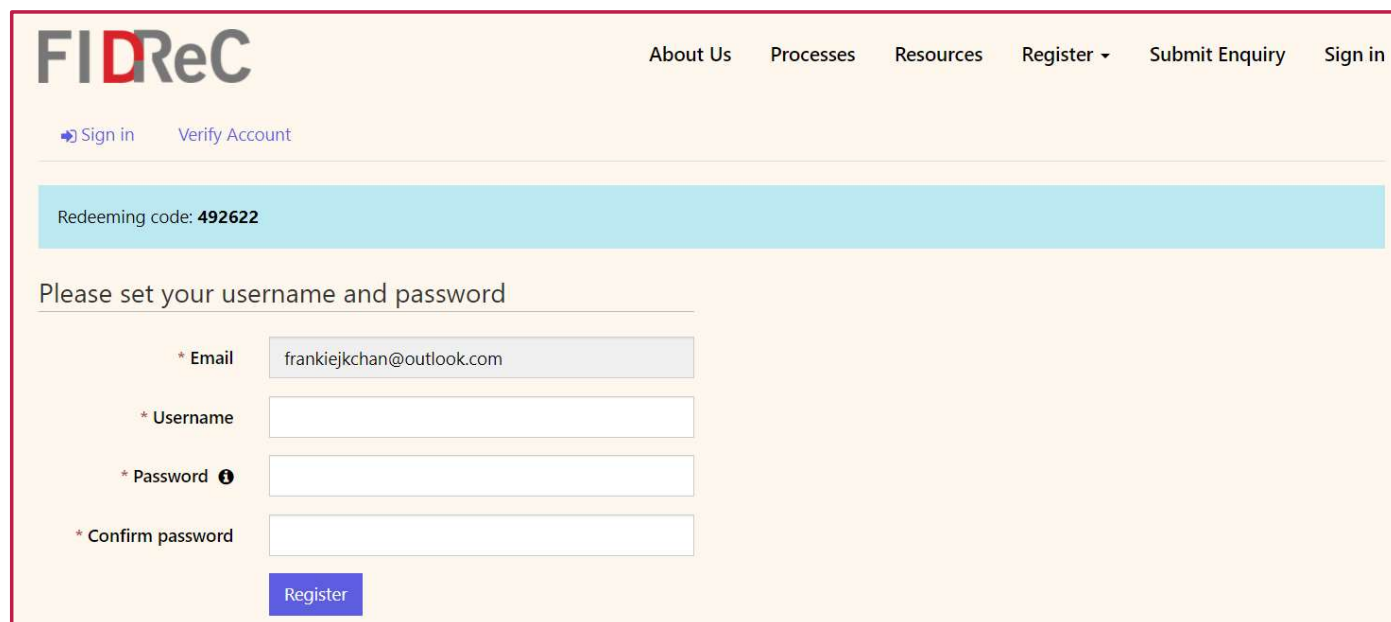
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You will be redirected to another page where you can enter your email again and click [Send](#) . A confirmation notice will appear, before you are redirected back to the page for you to enter your OTP.



The screenshot shows the FIDReC website header with navigation links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the header, there are two tabs: 'Sign in' (active) and 'Verify Account'. The main content area is titled 'Please enter your OTP'. It features a text input field for the OTP, with a label '* OTP' to its left. Below the input field are two buttons: 'Register' and 'Resend OTP'.

10 Enter your OTP and click on [Register](#).







The screenshot shows the FIDReC website header with navigation links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the header, there are two tabs: 'Sign in' (active) and 'Verify Account'. The main content area is titled 'Please set your username and password'. It features a light blue banner at the top with the text 'Redeeming code: 492622'. Below the banner, there are four text input fields: 'Email' (with the value 'frankiejchan@outlook.com'), 'Username', 'Password' (with an information icon to its left), and 'Confirm password'. Below the input fields is a 'Register' button.

11 Once you click **Register** on the OTP page, you will be brought to another page to set your **Username** and **Password**. Once you have input your details, you can click on [Register](#) to complete the registration process.



Some helpful tips:



You can hover over the  icon to view the list of requirements for setting your password, and you can view the password that you have entered by clicking on the  icon.

 My Dashboard Resources My Family My Enquiries Invoices  0 FRANKIE JK CHAN ▾

Home > My Dashboard

Welcome FRANKIE JK CHAN

My Cases

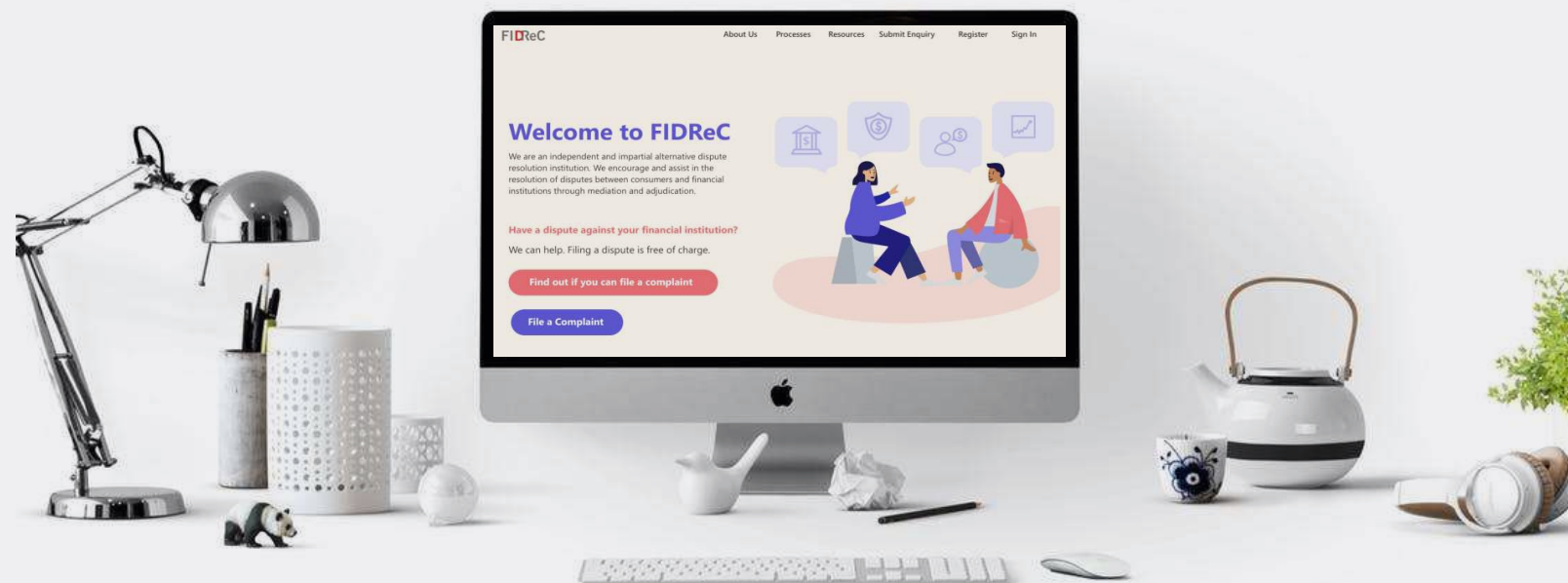
 Open Cases ▾  [File a new Complaint](#)

Case Name ↑	Case Number	FI	Case Manager	Sub Status	Due Date [CM]	Created On
There are no records to display.						

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You will be redirected to a landing page, and you are all set! You can now access your personalized dashboard and submit your complaints to us by clicking [File a new Complaint](#).





Thank you!