

# 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



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

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

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.



The screenshot shows the FIDReC website interface. At the top left is the FIDReC logo. To the right are navigation links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the navigation is a breadcrumb trail: Home > Payment Method Available. The main heading reads "Please select a payment method". Below this is a list of four payment options, each with a blue icon and a dropdown arrow:

- PAY NOW** PayNow
- Bank Transfer**
- Cheque Payments**
- Cash Payments**

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](#)

**Cheque Payments** – [Step 3c](#)


**Cash Payments** – [Step 3d](#)



 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 **info@fidrec.com.sg** or call us at **+65 6327 8878** 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 [info@fidrec.com.sg](mailto:info@fidrec.com.sg) or call us at **+65 6327 8878** for information on how to do so.



Cheque Payments

Write "**Financial Industry Disputes Resolution Centre Ltd**" at the pay line. Cross out the word "Bearer" on the cheque and double cross on the top left corner of the cheque.

Please enclose your payment notice email, along with your cheque, and mail these to the address on the right.

You can also submit your payment in-person by visiting our office.

**Financial Industry  
Disputes Resolution  
Centre Limited (FIDReC)**

**36 Robinson Road  
#15-01 City House  
Singapore 068877**

3c

Payments made by cheque can be addressed to FIDReC's office and sent in by mail. Please be sure **to include a printout of the email you received requesting for payment.**

You can also bring the cheque directly to FIDReC's office.



**Some helpful tips:**

Please ensure to cross out 'Bearer' and cross the cheque by drawing 2 lines across the top left corner of the cheque before mailing the cheque to us.



Cash Payments

For cash payments, please visit our office at the address on the right to make your payment.

Do make sure to carry your payment advice, which could be in the form of an email or a letter, to share with our representatives.

**Financial Industry  
Disputes Resolution  
Centre Limited (FIDReC)**

**36 Robinson Road  
#15-01 City House  
Singapore 068877**

3d

Cash Payments can be made in person at our office. Please bring a printout of the payment advice that you received by email when doing 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:

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

The screenshot shows the FIDReC website interface. At the top left is the FIDReC logo. To the right are navigation links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the navigation is a breadcrumb trail: Home > Resources > KA-01008. The main heading is 'GIRO Form' with a 'Print' button to its right. Below the heading, it says 'Views: 73'. The main text reads: '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

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	Name of Billing Organisation
<input type="text"/>	Financial Industry Disputes Resolution Centre Ltd (FIDReC)

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

Bank	Branch	Account No. To be Debited / Credited
<input type="text"/>	<input type="text"/>	<input type="text"/>

**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) :
- Signature differs from Bank's records
  - Signature incomplete/unclear #
  - Account operated by signature
  - Wrong account number
  - Amendments not countersigned by customer
  - Others : \_\_\_\_\_

Name of Approving Officer	Authorised Signature	Date	Verified by FIDReC
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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](http://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
----------------	-------------------------	----------	----------	------------------------------------	--------

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!