eFNA User Guide for Manager/Supervisor

Manager/Supervisor Approval and Callback form

The information in the user guide is updated as of 15 Jan 2025

Disclaimer:

The information provided in the user guide (the “Information”) is provided on an "as is" and "as available" basis and is subject to change without notice. To the extent permitted by applicable law, Singlife Propel Pte. Ltd. ("Propel") disclaims all warranties, express or implied, regarding the accuracy, completeness, or usefulness of the Information, and including without limitation any implied warranties of merchantability, title, non-infringement, and fitness for a particular purpose, or that the Information will meet your or your clients’ requirements. Propel expressly disclaims any warranty that the Information will: (a) result in any gain, profit or other effect or outcome, (b) mitigate any risks or potential liabilities, or (c) result in or lead to regulatory or legal compliance.

The Information provided is for general information purposes only and does not constitute any financial advice, investment advice or recommendation. The Information does not have regard to compliance advice, product recommendations, the specific investment or financial objectives, financial situation, and particular needs of any persons. You should not rely on any contents of this document in providing any advice or making any investment decisions.

Propel assumes no liability with respect to the consequences of relying on the Information for any purpose. Propel accepts no liability for any loss or damage (including special, incidental or consequential loss or damage) suffered by you or a third party arising directly or indirectly from the use of or reliance on this Information.

The Information is not intended for distribution to, or use by, any person or entity in any jurisdiction or country where such distribution or use will be contrary to local laws or regulations. The Information may not be copied, either in whole or in part, or distributed to any other person without our specific prior written consent.

Manager/Supervisor Case Approval

Manager will receive email informing of new submission

Dear Manager

Adviser has submitted a recommendation for:

Client Name(s):

eFNA Ref No.:

Application for:

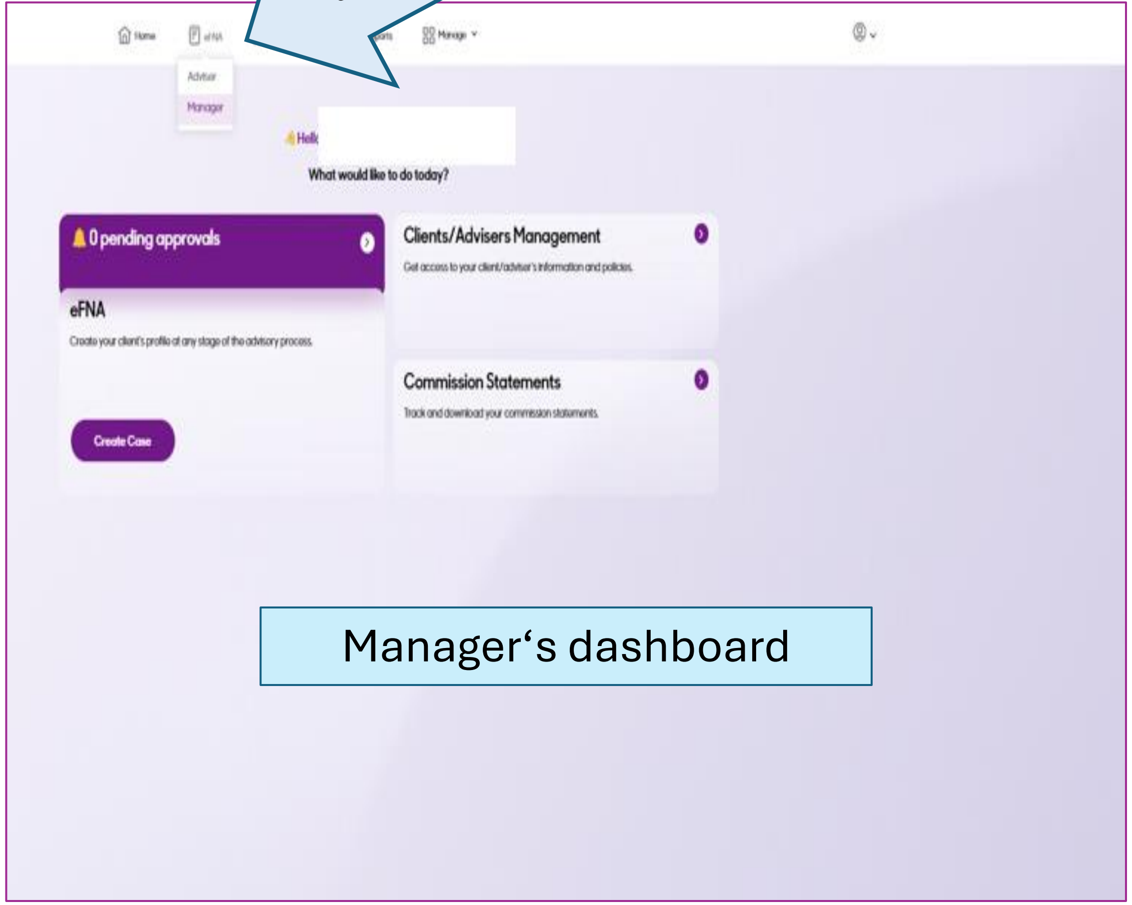
Singapore Life - Singlife Simple Term,

It is now pending your approval before it can be processed. Please log in to the eFNA system to review the recommendation.

Yours sincerely,

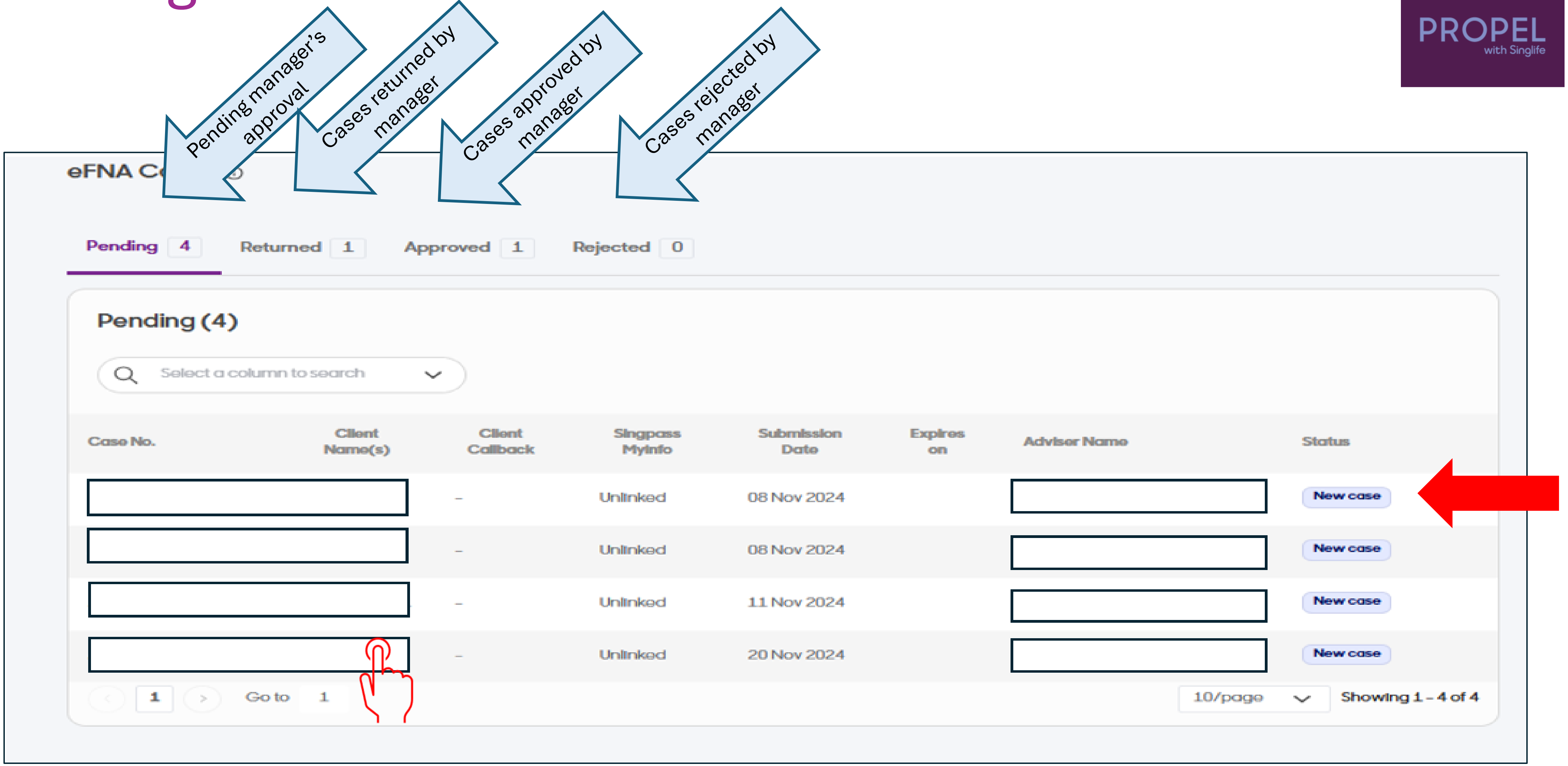
Name of FA

Manager can view status of cases – as an adviser & as a manger

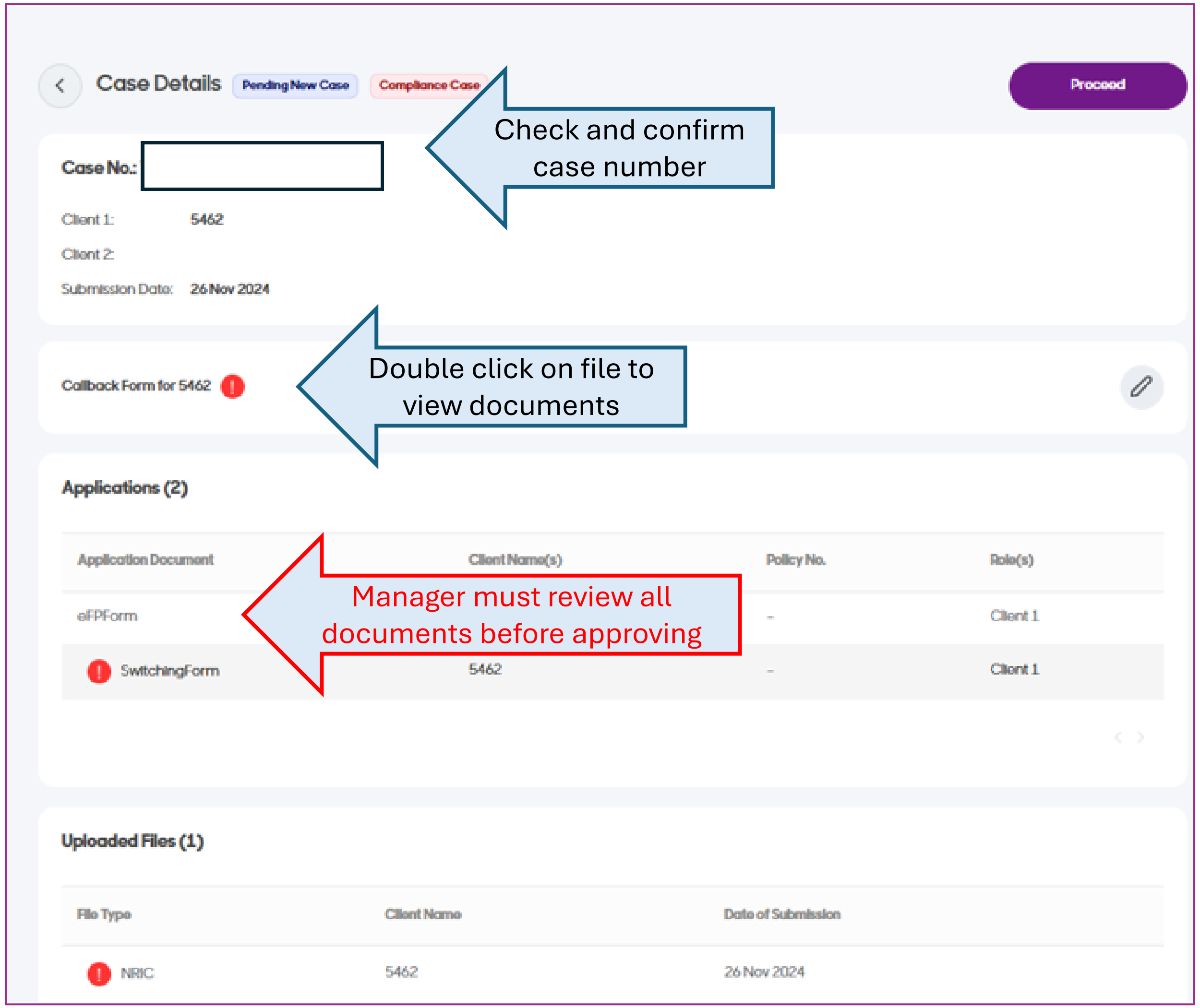


Manager's dashboard

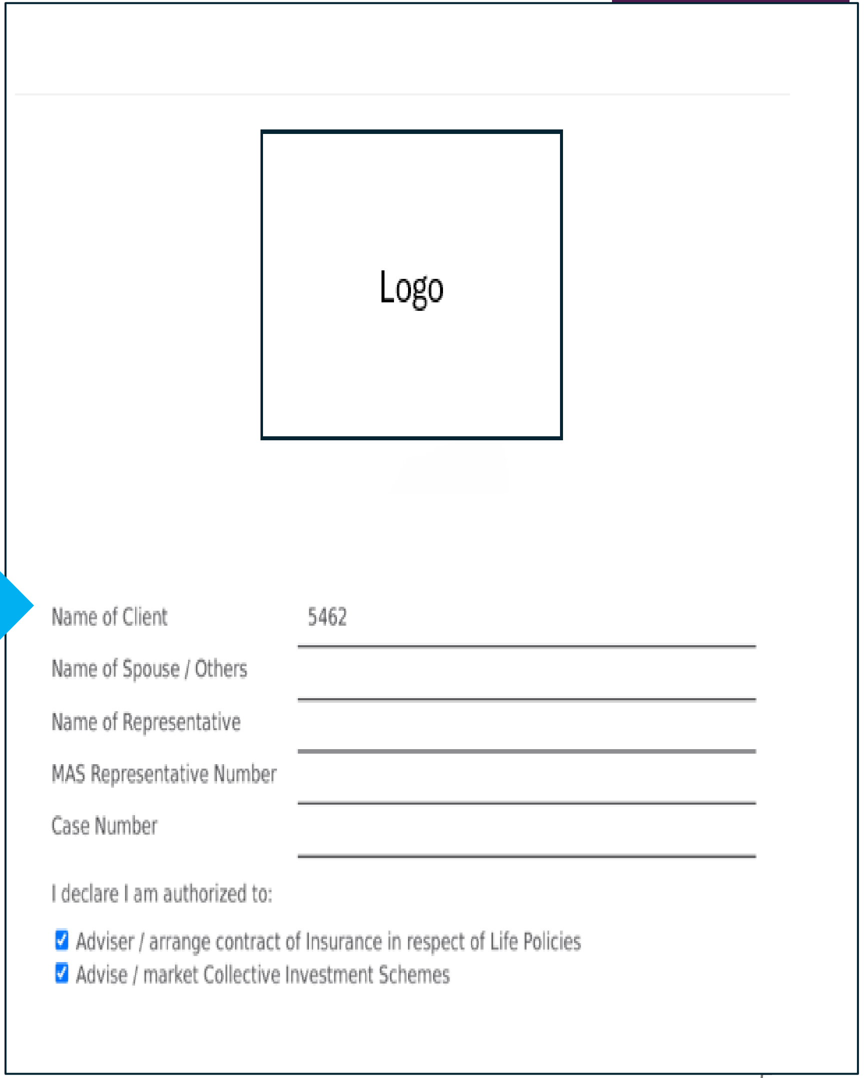
Manager's dashboard



Manager's review of new submission



PDF copy of eFNA form



eFNA PDF for Manager's review

Cover Page of eFNA PDF

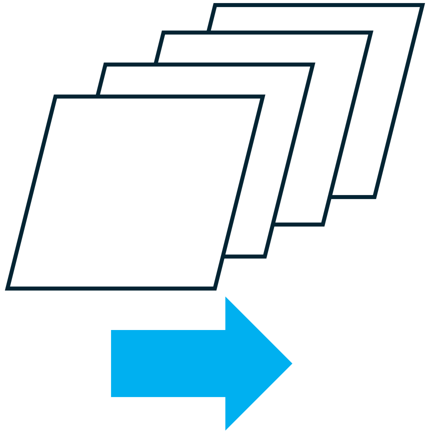
Logo

Name of Client	test pep2
Name of Spouse / Others	
Name of Representative	
MAS Representative Number	
Case Number	

I declare I am authorized to:

- [x] Adviser / arrange contract of Insurance in respect of Life Policies
- [x] Advise / market Collective Investment Schemes

In between pages



Last Page of eFNA PDF

SECTION 14 - CLIENT ACKNOWLEDGEMENT AND DECLARATION [redacted]

I acknowledge that:

a) The recommendation(s) prepared by my Representative is/are based on the facts furnished by me in this form, and any incomplete or inaccurate information provided by me may affect the suitability of the recommendation(s) made. As such, shall have no responsibility for any errors and/or omissions.

b) In the event I choose not to provide information requested, I am aware that it is my responsibility to ensure the suitability of the product(s) selected.

c) In the event that this intended transaction is a substantial portion of my assets/income, I am aware and willing to proceed with the transaction and bear the responsibility of this decision.

d) The Representative has explained to me in detail the recommendation(s) made and

i) by affirming it with my signature below, I agree to proceed with the proposed recommendation(s) as indicated with tick(s) in Client's Choice in Section 12 (Advice and Recommendations);

or

ii) by NOT affirming it with my signature below, I disagree to proceed with the proposed recommendation(s).

e) "Beneficial owner is a natural person who contributes to or exercises control over the account(s)/policy(ies). I am the beneficial owner and have not appointed any natural person to act on my behalf. If you are not the beneficial owner or have appointed natural person(s) to act on behalf of you, kindly complete the Enhanced Customer Due Diligence Form."

Signature of Client	Signature of Spouse / Others
21/11/2024	
Date (DD/MM/YYYY)	Date (DD/MM/YYYY)

SECTION 15 - REPRESENTATIVE'S DECLARATION [redacted]

I declare that the recommendation(s) made by me is/are based on the above needs analysis which has taken into account the information disclosed by the client in this form. The information will be treated as confidential and will be used as part of fact find to recommend suitable investment product(s) and shall not be used for any other purposes without client's consent.

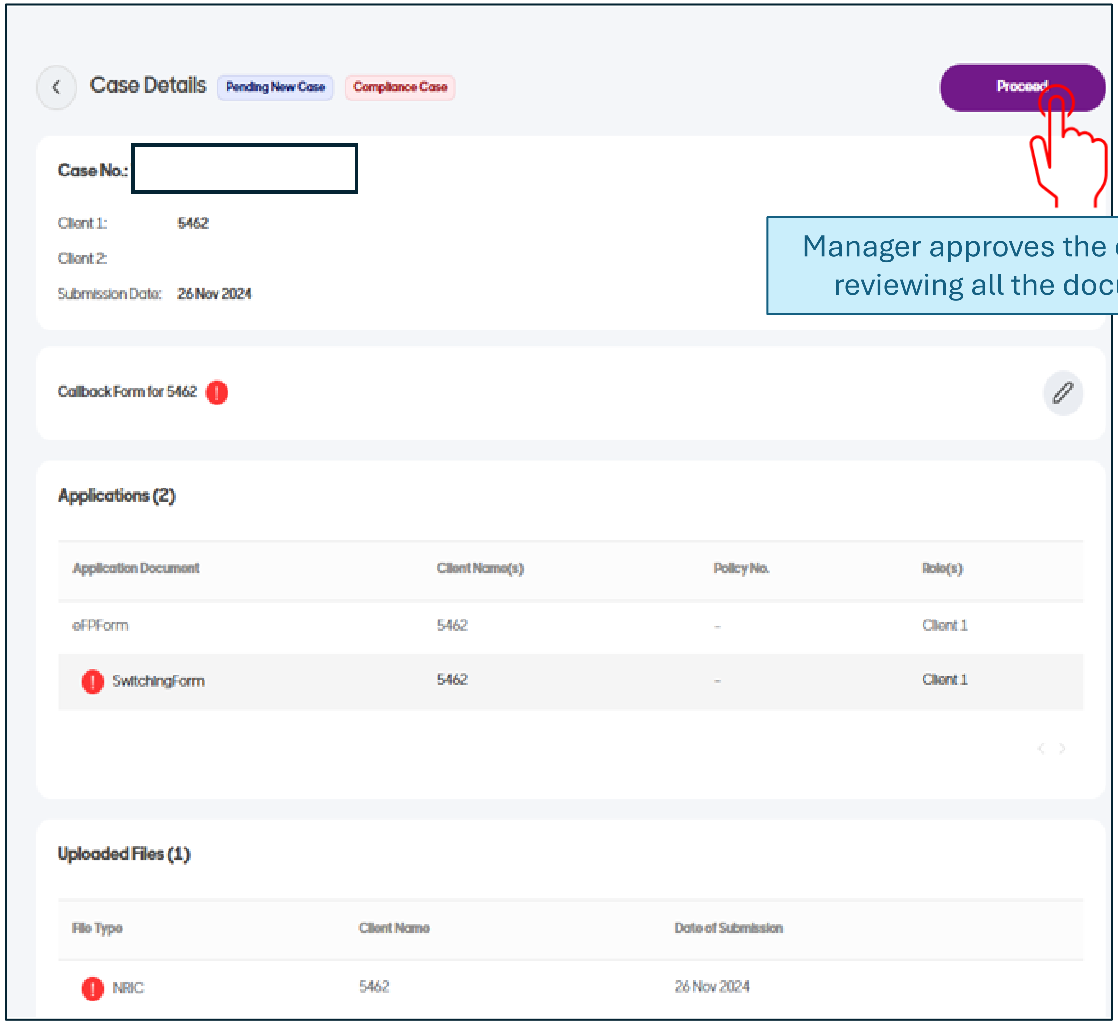
For Switching / Replacement of Policy (where applicable):

I have explained to the client the possible disadvantages of the Switching / Replacement and where applicable, informed him of other options besides Switching / Replacement.

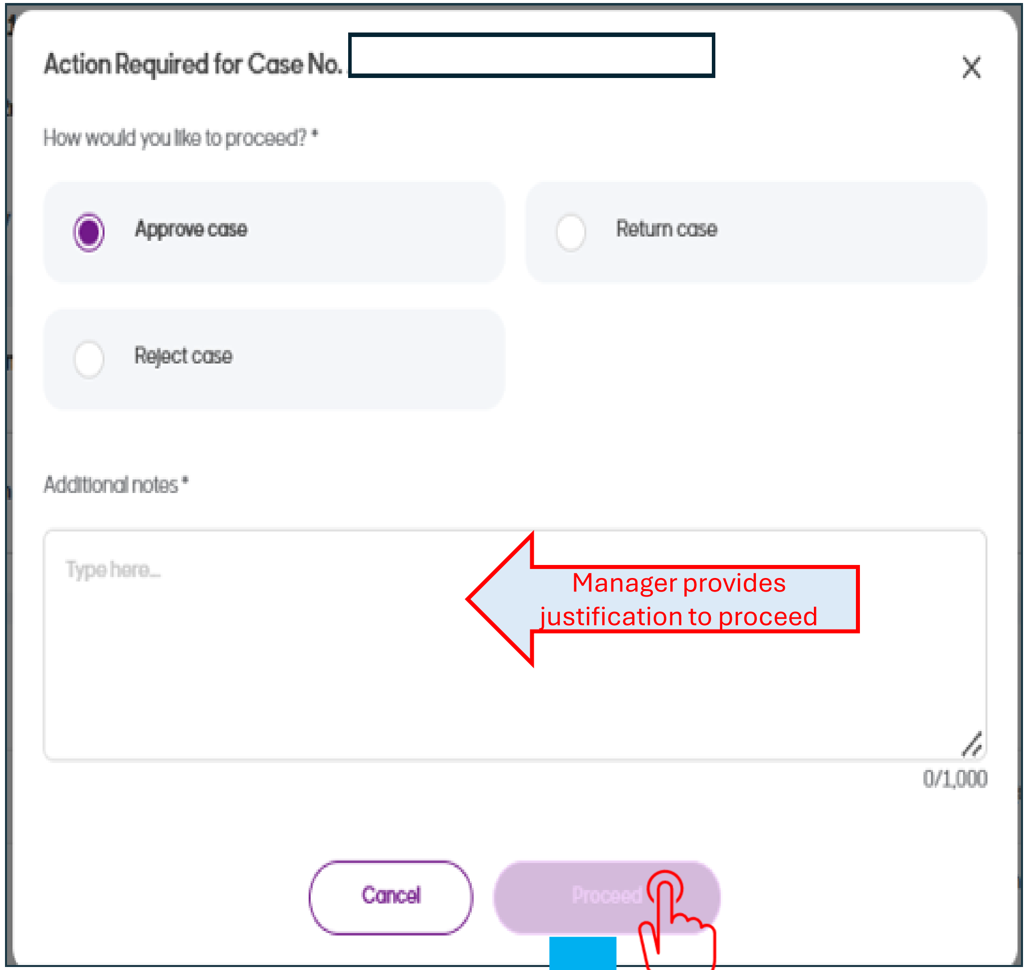
I have also explained the basis for Switching / Replacement and why the Switching / Replacement is suitable for the client as stated in Section 12 (Advice and Recommendations).

		21/11/2024
Name of Representative	Signature of Representative	Date (DD/MM/YYYY)

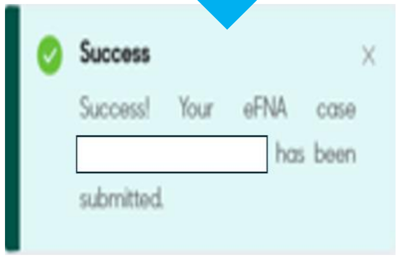
Manager’s approval



Manager approves the case after reviewing all the documents



Manager provides justification to proceed



Confidential

Manager/Supervisor Acknowledgement

Supervisor Acknowledgement will be shown in Adviser's dashboard.

Applications (1)

Application Document	Client Name(s)	Policy No.	Role(s)
AcknowledgementForm	test15nov1	-	Client 1

SECTION 16 - SUPERVISOR'S REVIEW AND ACKNOWLEDGEMENT [redacted]

eFNA Case No	[redacted]
Client Name	[redacted]
Client NRIC/ Passport No	[redacted]
Adviser Name	[redacted]
WYNNES Rep Code	[redacted]

I declare that I have reviewed the information disclosed in this form which relates to the client's priorities and objectives, investment profile, cash flow and budget, assets and liabilities, insurance portfolio, CKA outcome and the client's acknowledgement.

I agree with the Adviser's needs analysis and recommendation(s).

(If you disagree, please indicate the reasons below and advice on the follow-up action to be taken, where applicable.)

Reason(s) and Follow-up Action:

approved

Manager Name	[redacted]
Approved by Manager on	02 Dec 2024, 21:51
Form received by Manager on	21 Nov 2024, 00:33

*This form is approved electronically. No signature is required.

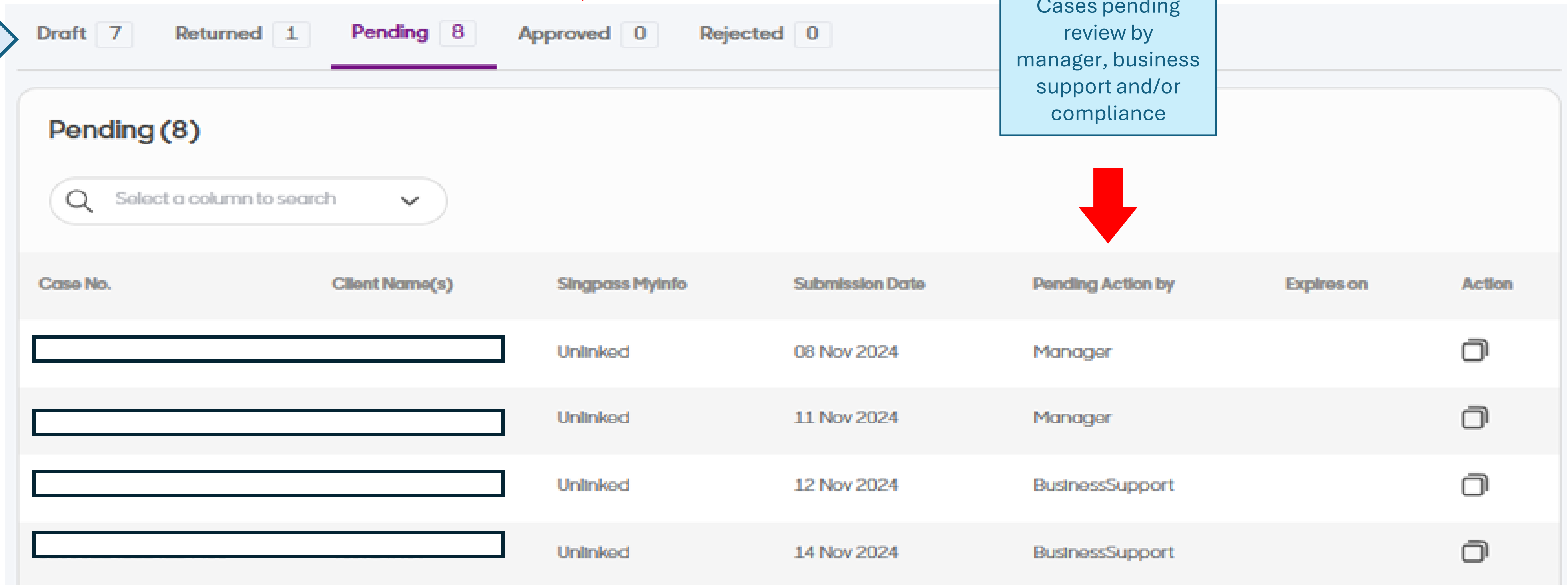
Adviser dashboard after the approval

Case approved by manager will be in 'Pending' tab pending Business Support/ Compliance to review / check documentation before submission to product provider.

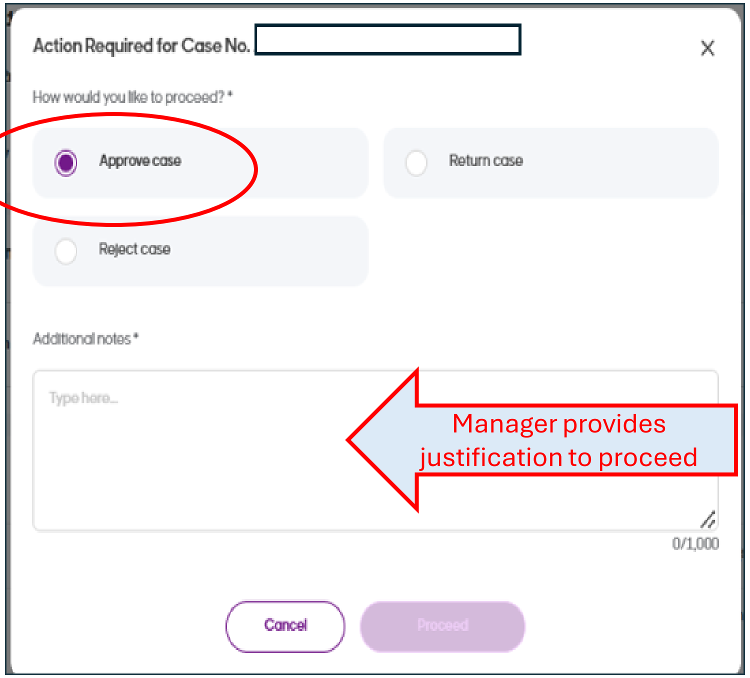
Case submitted to product provider will appear here.

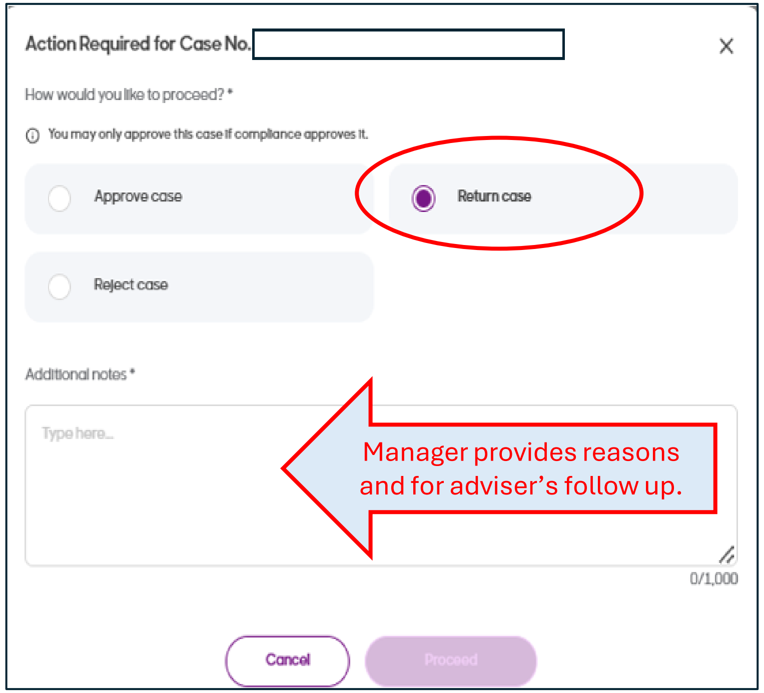
Adviser can check status via these tabs

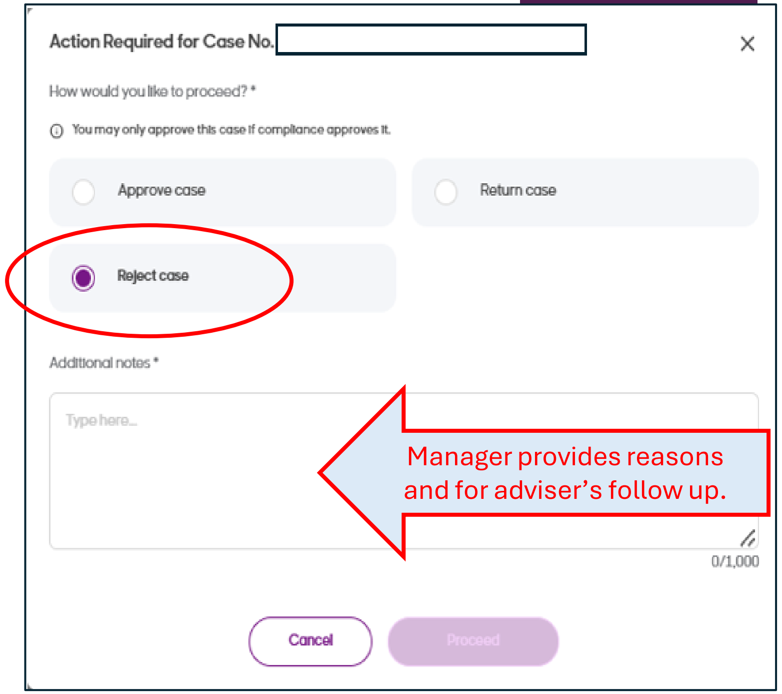
Cases pending review by manager, business support and/or compliance



Manager's Approval – 3 options







1. Manager approves case after reviewing all the documents.

Case is forwarded to Business Support for review/check before submission to product provider.

Adviser can view the progress of the case in the 'Pending' tab of the Adviser's dashboard.

2. Manager returns case after reviewing all the documents with remarks for adviser's follow-up.

Case is returned to adviser for follow up. Adviser required to raise e-supplementary form and submit to manager.

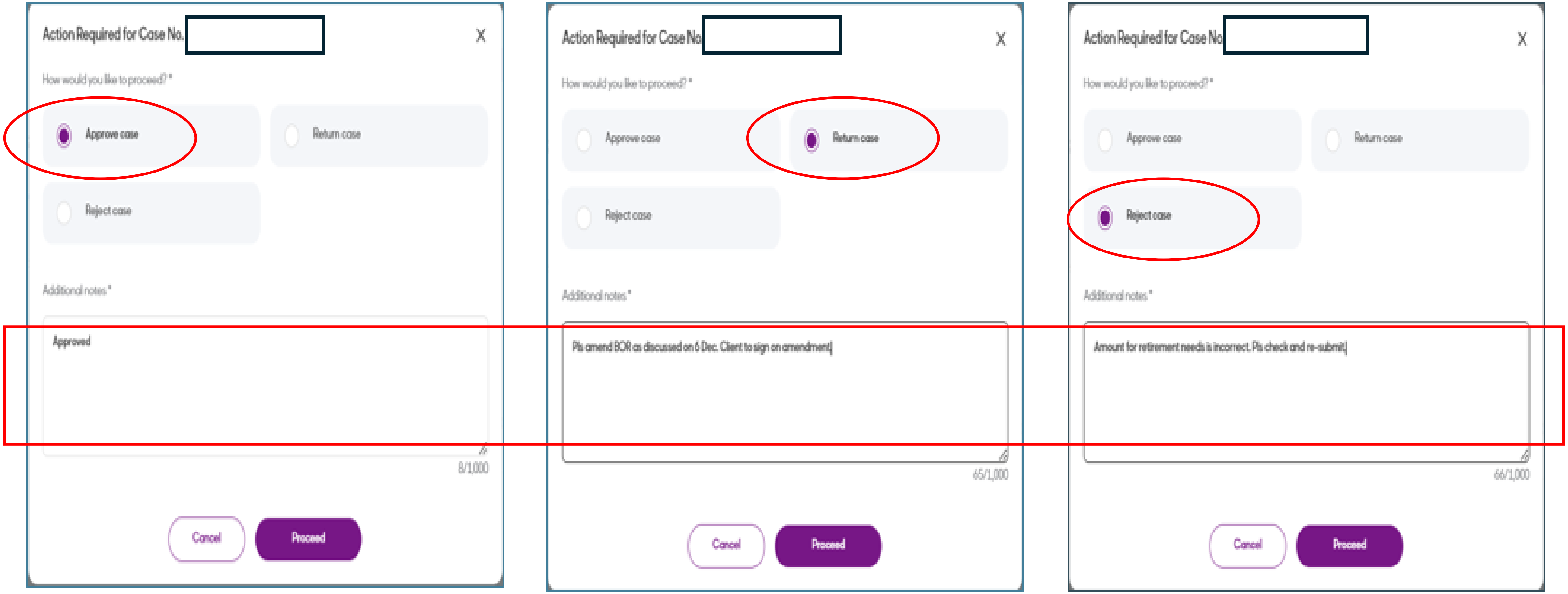
Case appears in 'Returned' tap in Adviser's dashboard.

3. Manager rejects case after reviewing all the documents with remarks for adviser's follow-up.

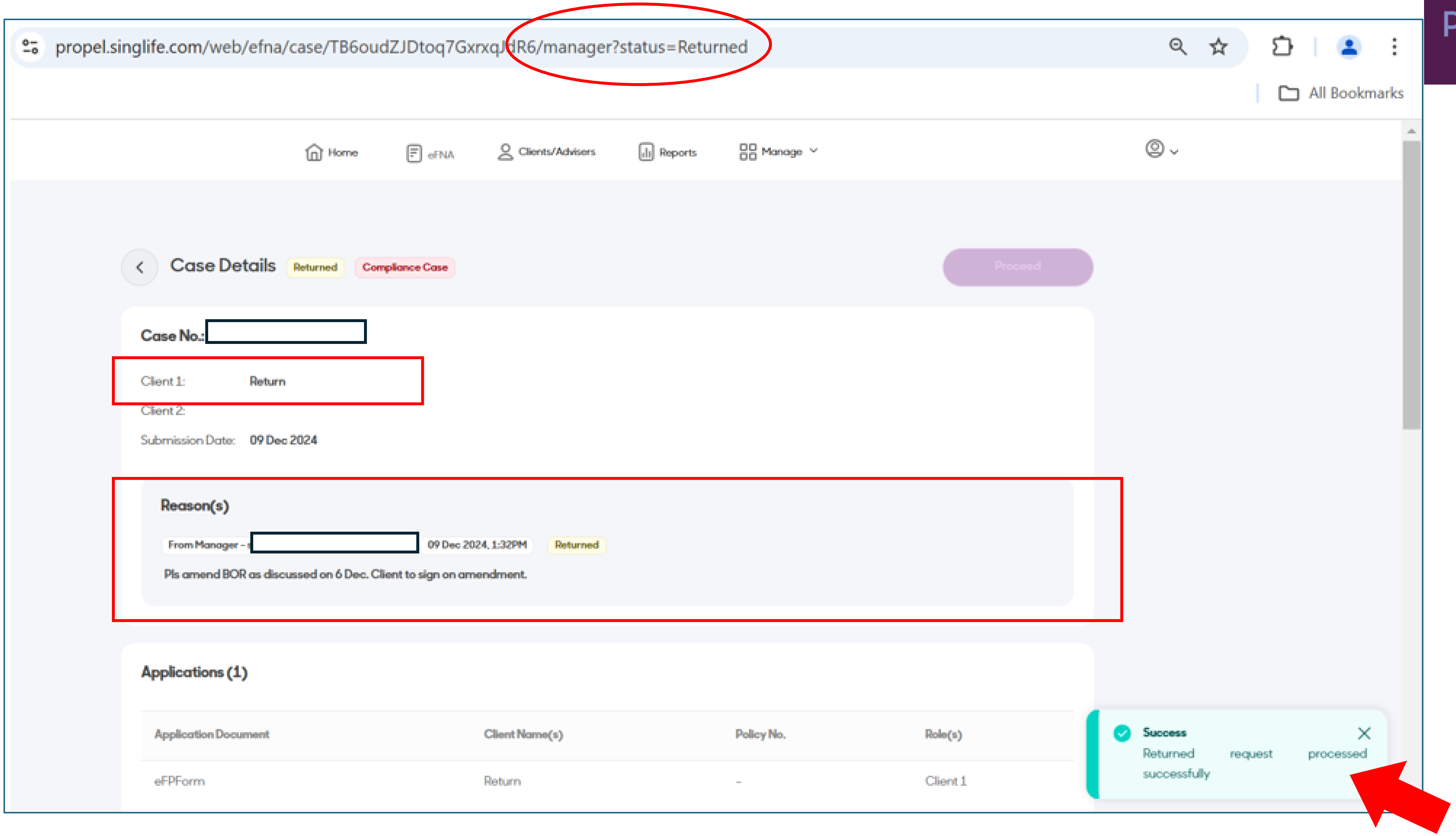
Adviser may be required to raise e-supplementary form or a new eFNA for the manager.

Adviser can view the case in the 'Rejected" tab at Adviser's dashboard.

Manager's Approval – Approve, Return, Reject

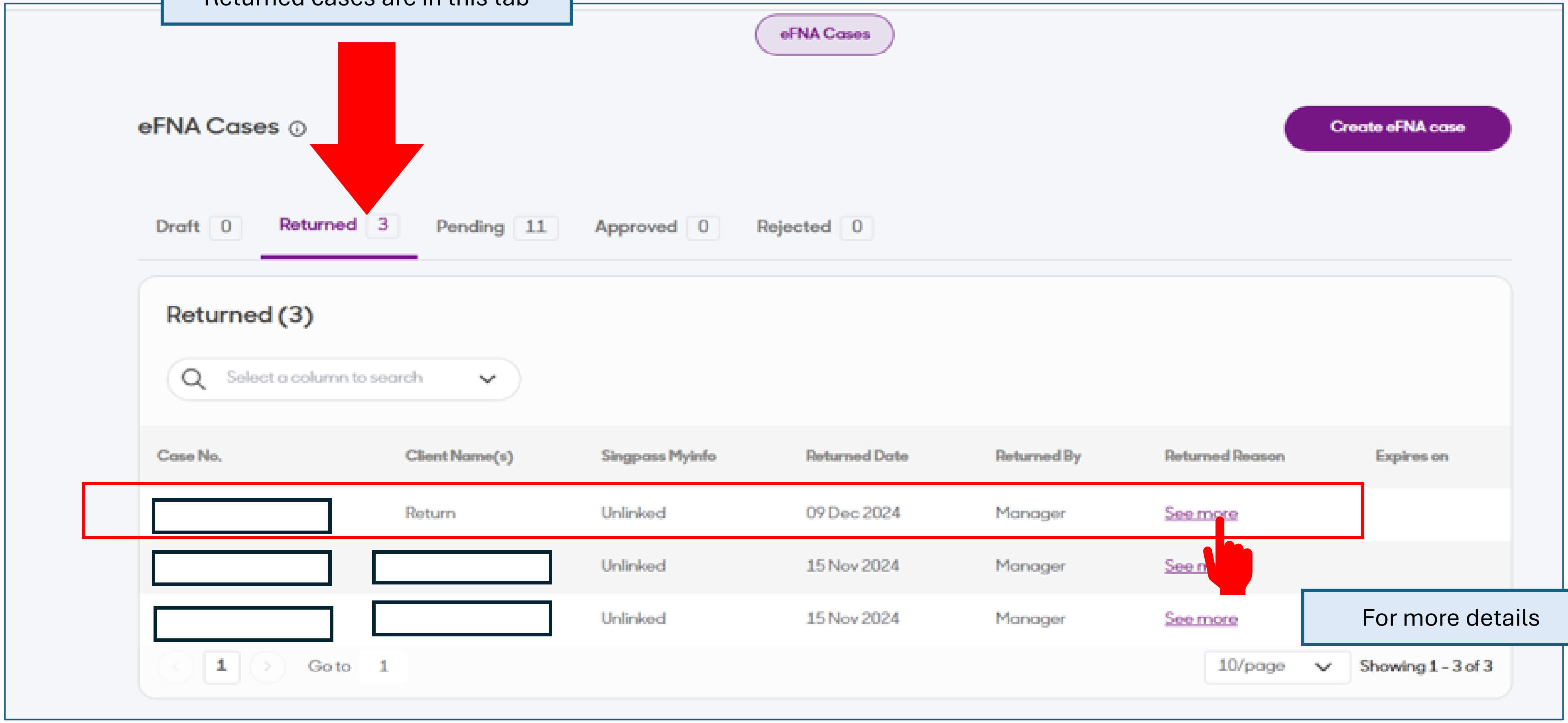


Manager returns case to Adviser



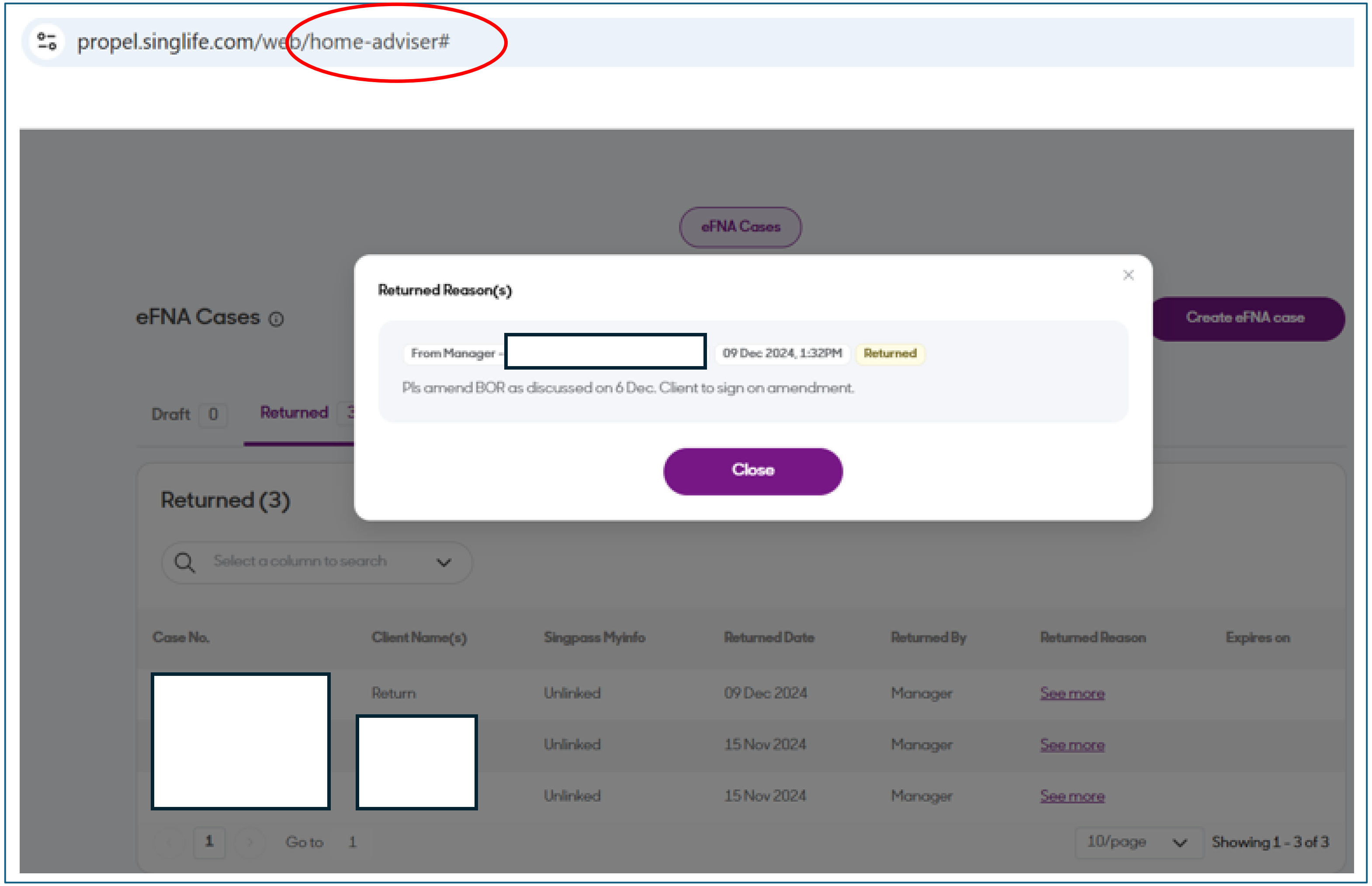
Returned case in Adviser’s dashboard

Returned cases are in this tab



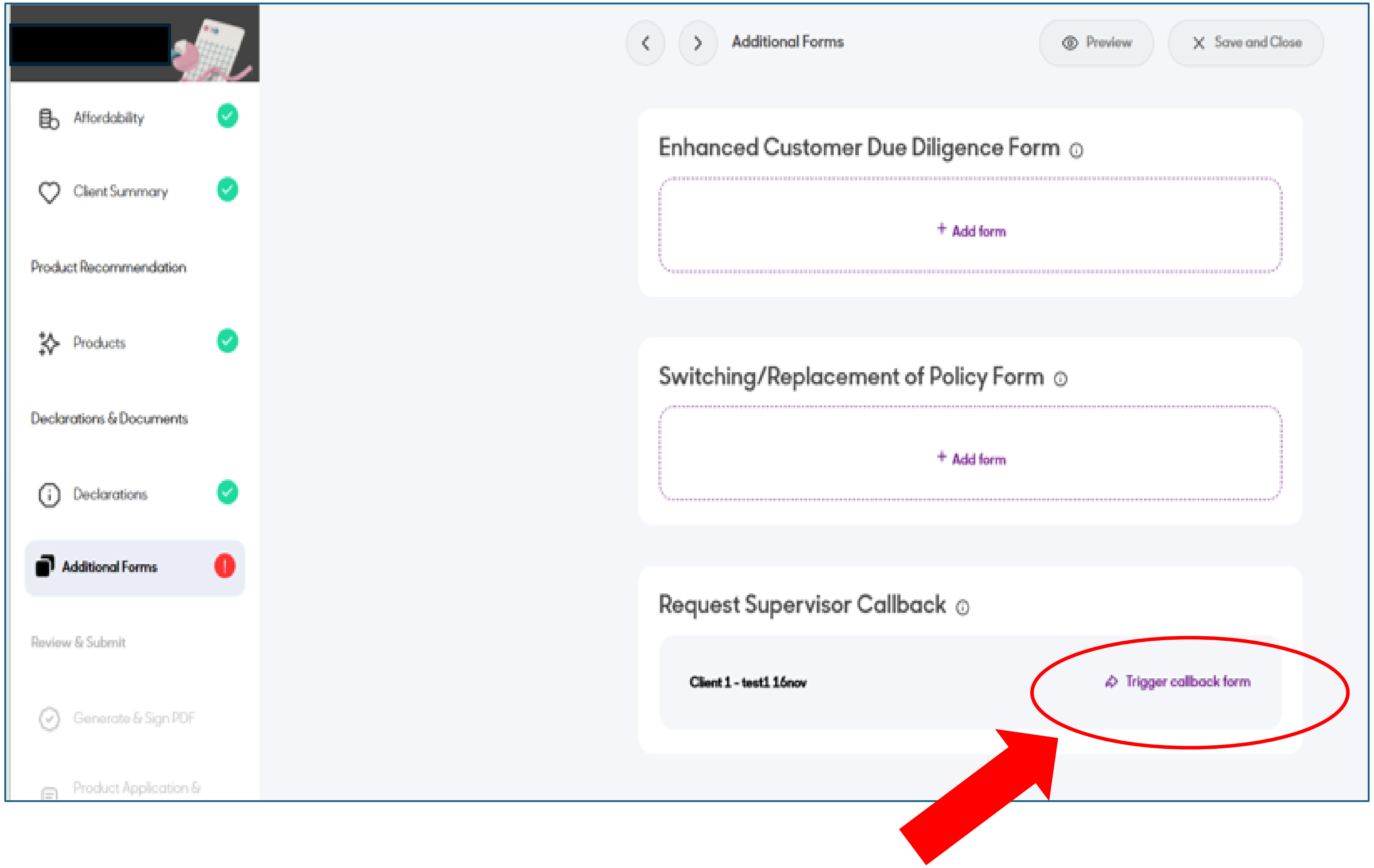
For more details

View of returned case in adviser dashboard



Callback form for Manager/Supervisor

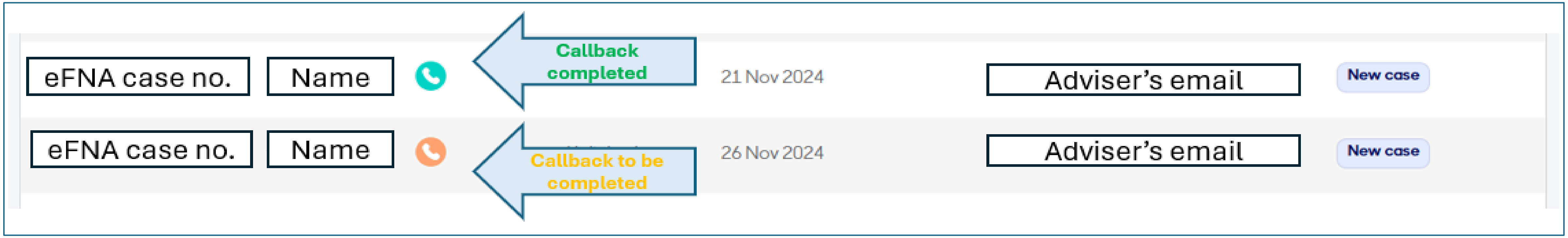
Callback Form
(Advisor’s request for callback)



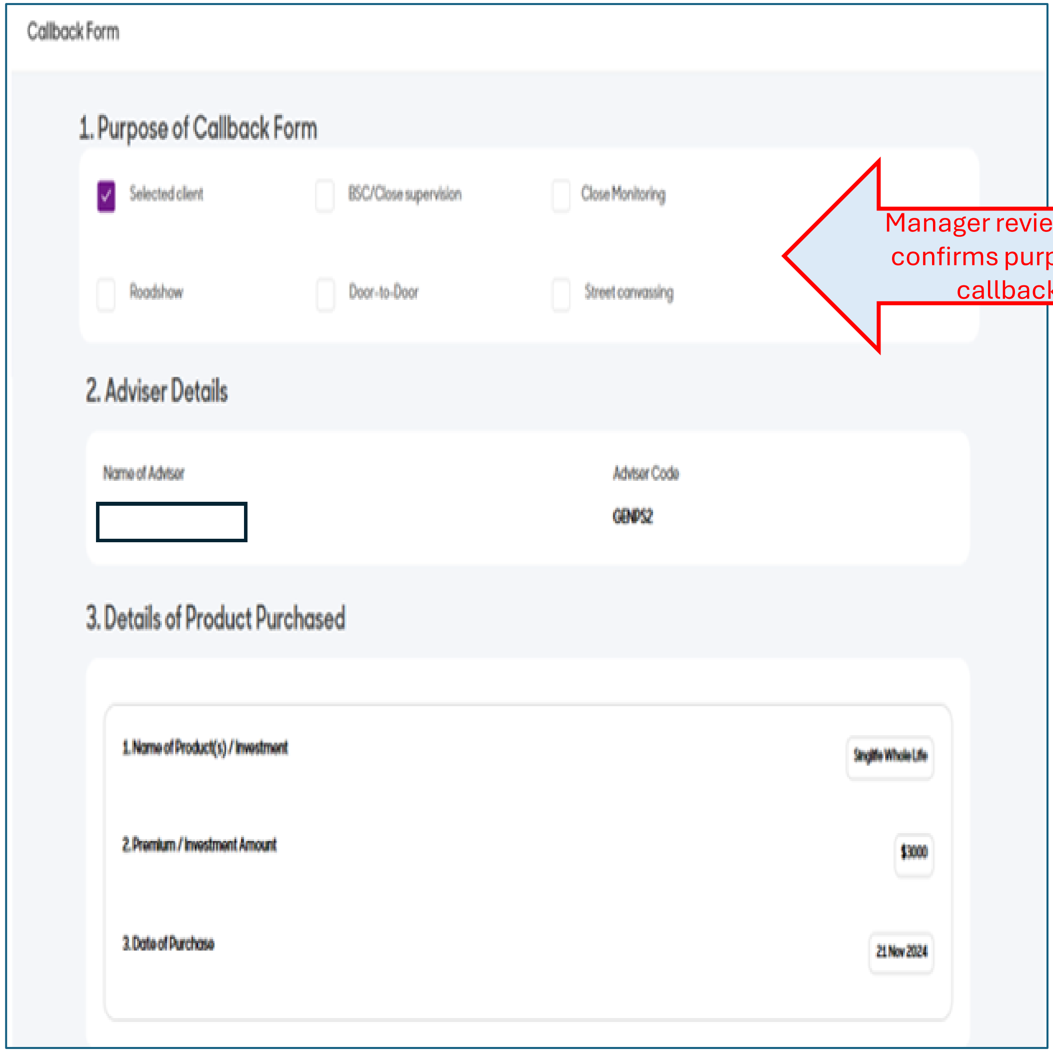
Note:
Callback Form could be auto-triggered e.g. selected client
Or
Initiated by adviser in the Request Supervisor Callback box e.g. advisers under close monitoring

Confidential

Manager’s dashboard view on Callback form



Callback Form
(Client information)


Callback Form

1. Purpose of Callback Form

- [x] Selected client
- [ ] BSC/Close supervision
- [ ] Close Monitoring
- [ ] Roadshow
- [ ] Door-to-Door
- [ ] Street canvassing

2. Adviser Details

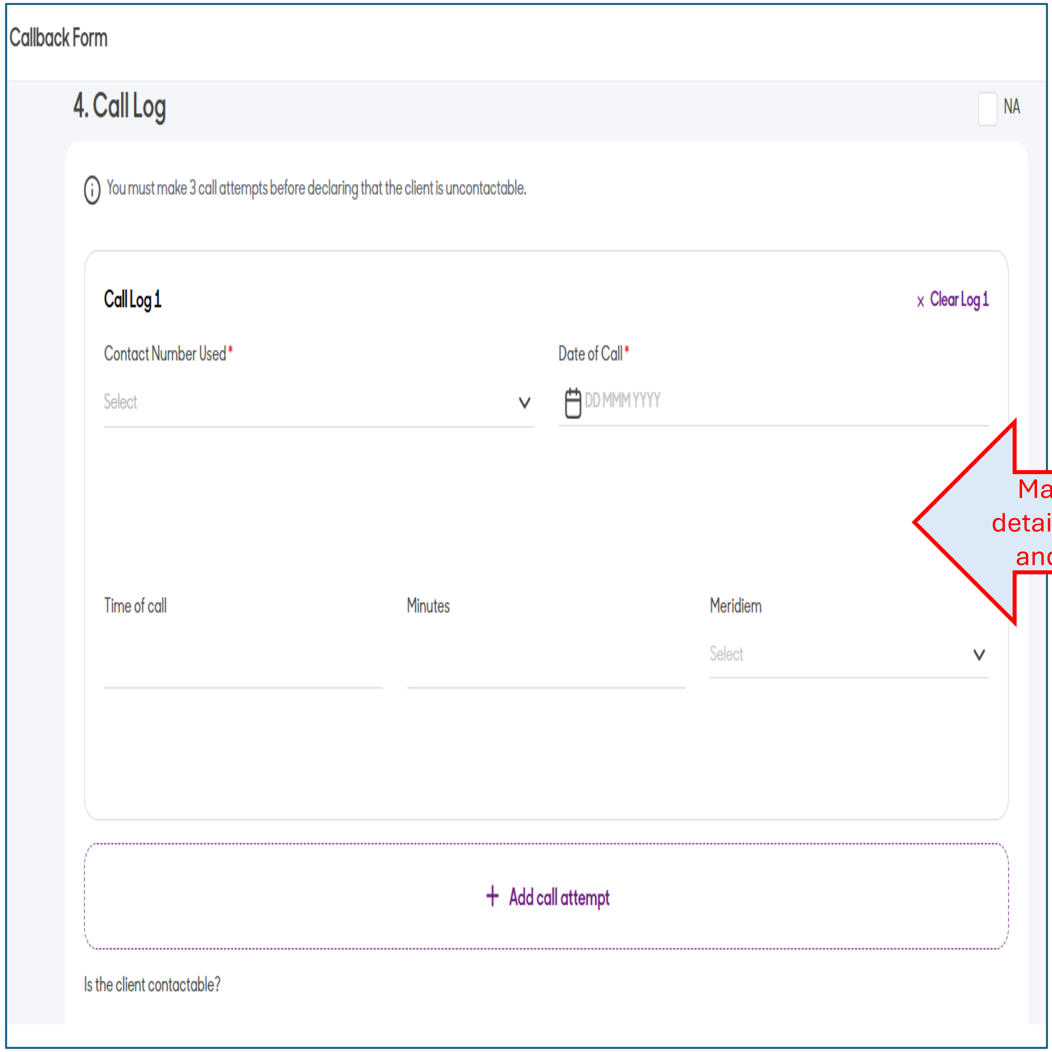
Name of Advisor	Advisor Code
	GBNPS2

3. Details of Product Purchased

1. Name of Product(s) / Investment	Singlife Whole Life
2. Premium / Investment Amount	$3000
3. Date of Purchase	21 Nov 2024

Manager reviews and confirms purpose of callback.

Callback Form
(Call log)



Callback Form

4. Call Log

NA

You must make 3 call attempts before declaring that the client is uncontactable.

Call Log 1

x Clear Log 1

Contact Number Used*

Select

Date of Call*

DD MMM YYYY

Time of call

Minutes

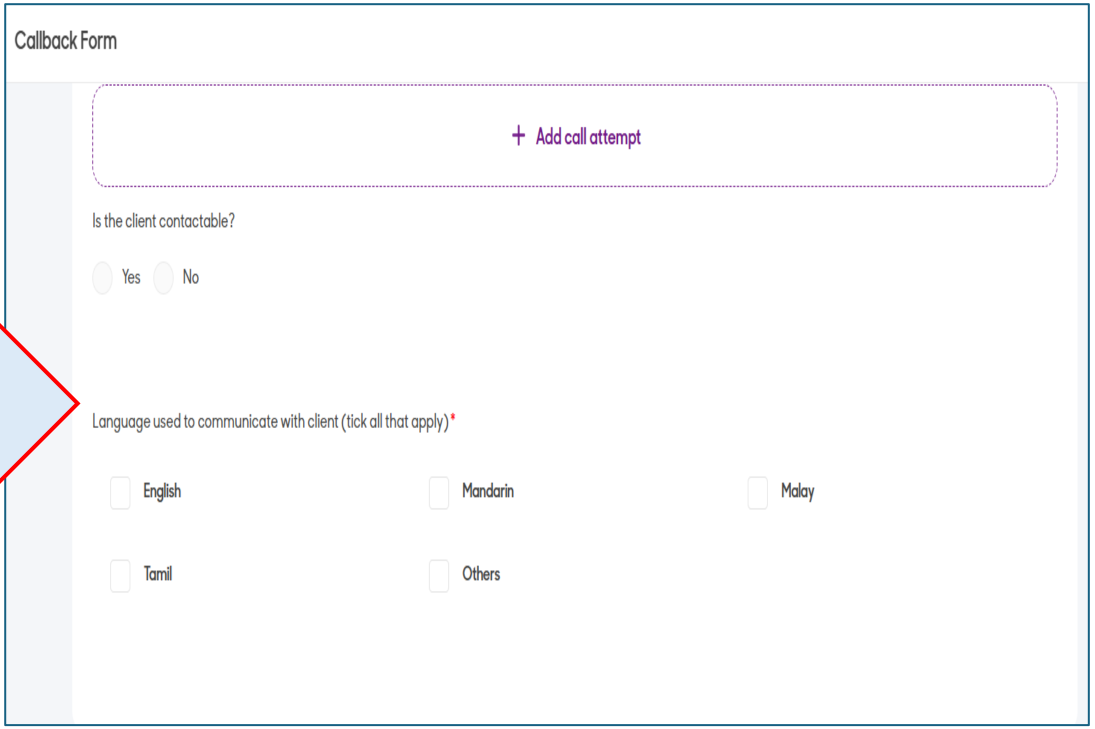
Meridiem

Select

+ Add call attempt

Is the client contactable?

Manager completes details of calls with date and time of the calls



Callback Form

+ Add call attempt

Is the client contactable?

Yes No

Language used to communicate with client (tick all that apply)*

English

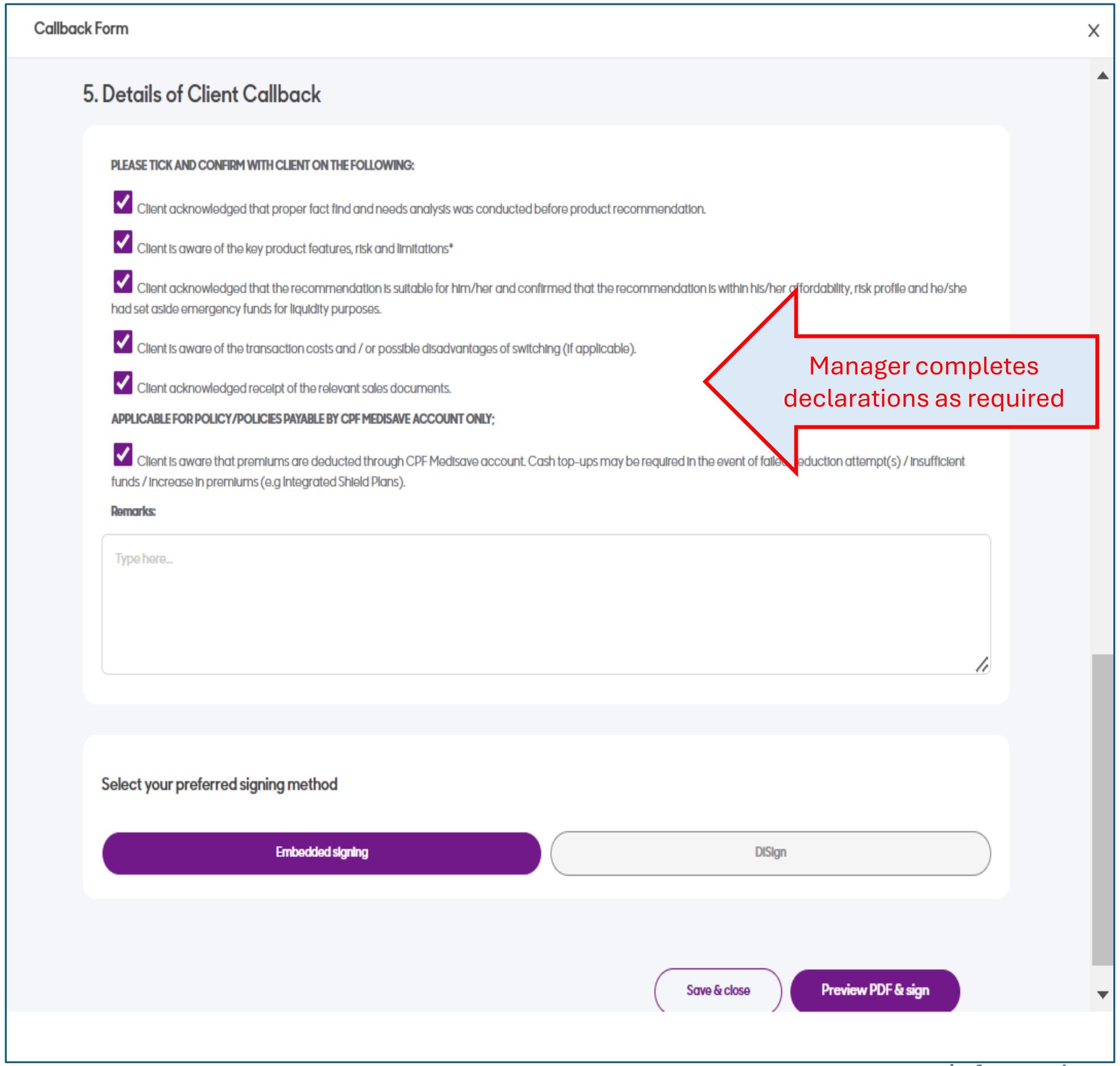
Mandarin

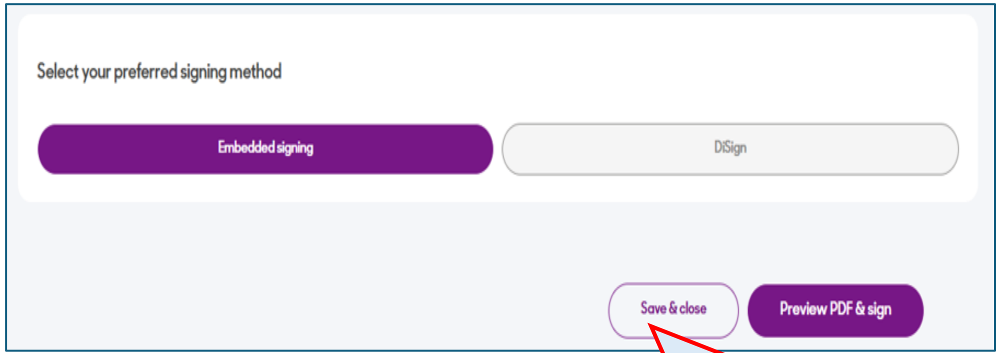
Malay

Tamil

Others

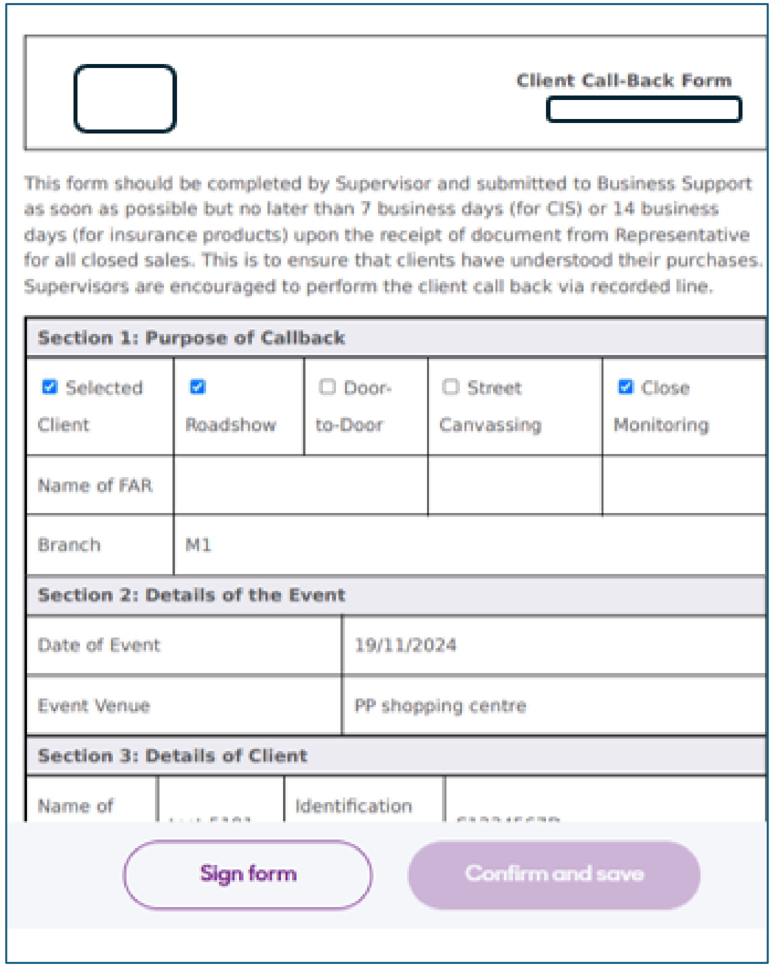
Callback Form





Manager previews form and sign

Callback Form (Review and Sign)



Client Call-Back Form

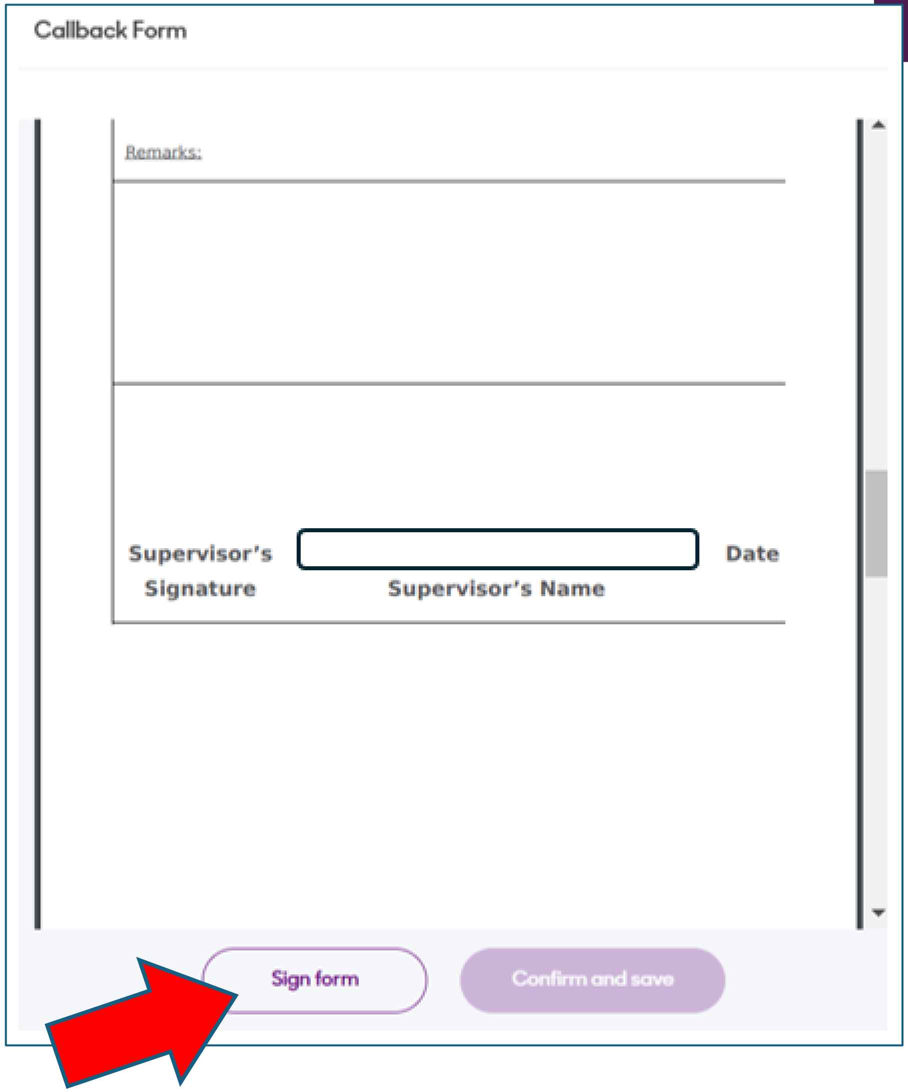
This form should be completed by Supervisor and submitted to Business Support as soon as possible but no later than 7 business days (for CIS) or 14 business days (for insurance products) upon the receipt of document from Representative for all closed sales. This is to ensure that clients have understood their purchases. Supervisors are encouraged to perform the client call back via recorded line.

Section 1: Purpose of Callback				
☑ Selected Client	☑ Roadshow	☐ Door-to-Door	☐ Street Canvassing	☑ Close Monitoring
Name of FAR				
Branch	M1			

Section 2: Details of the Event	
Date of Event	19/11/2024
Event Venue	PP shopping centre

Section 3: Details of Client			
Name of		Identification	

Sign form | Confirm and save



Callback Form

Remarks:

Supervisor's Signature	Supervisor's Name	Date

Sign form | Confirm and save

Callback Form (General Guide)

1

General Guide (For reference only)

Whole Life & Endowment Insurance Plans - Single/ Regular Premium:

- This is a lump/regular sum payment insurance plan with savings element.
- The surrender value is made up of guaranteed and NON-GUARANTEED portions (not applicable for non-participating plans).
- Non-guaranteed bonus will become guaranteed only after the bonus is declared and vested. The yield at maturity is dependent on the profits of the insurance company (not applicable for non-participating plans).
- Insurance policies are long-term commitments. Ending it pre-maturely may involve high costs.
- Single Premium plan: Ensure that the client has no need for the money that he/she has paid for this policy during the term of the insurance plan.
- Regular Premium plan: the client must regularly pay the premium to keep the policy active.
- 14 days free look

Term Insurance:

- This is a regular premium term insurance plan and for group insurance, it will include coverage for company employees' protection needs.
- There is no surrender / cash value for this policy since this is a non-participating plan.
- Insurance policies are long-term commitments. Ending it pre-maturely may involve high costs.
- The client must regularly pay the premium to keep the policy active.
- 14 days free look

2

Investment Linked Policies (ILP) - Single/ Regular Premium

- This is a single / regular premium payment insurance plan with investment element.
- ILPs usually do not have guaranteed cash values and the surrender value depends on the price of the units in the subfund which in turn depends on the sub-fund's performance.
- Insurance policies are long-term commitments. Ending it pre-maturely may involve high costs.
- The amount of the premium used for insurance coverage, charges and buying units are unbundled and transparent.
- They are disclosed in the Product Summary, Benefit Illustration and Policy Contract.
- Fees include Insurance coverage charges, Fund management fees, Policy/administration charges, Surrender charges, Bid-Offer Spread and Fund Switching Charge.
- 14 days free look

3

Investment (Collective Investment Scheme)

- This is a Unit Trust (UT) investment.
- The funds are invested into stocks, bonds and other financial instruments including derivatives where performance is affected by prevailing market conditions. As such it is not possible to predict whether the Net Asset Value (NAV) of the fund will rise or fall.
  In the worst case scenario, it is possible for a total loss of the initial capital invested.
- Marketing fact sheets and brochures may make references to targeted / potential fund payouts.**Note that these payouts are not guaranteed and one may receive low or no payouts.**
- Fees include an initial sales charge, annual management fees, performance fees (where applicable), redemption fee (where applicable), administration fee, trustee fees and platform fees.
- Past Performance, prediction, projection or forecast is not necessarily indicative of future performance.
- The fund prospectus & marketing fact sheets should be read before making a decision to purchase the fund.
- Where currency conversion is involved to purchase the UT, there is element of foreign exchange risk.
- 7 days cancellation

Sign form | Confirm and save

End of Manager’s approval module