



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

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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.: []

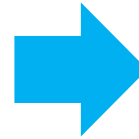
Application for:

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 manager

Manager's dashboard

Home eFNA eFNA Manager

What would like to do today?

0 pending approvals

eFNA

Create your client's profile at any stage of the advisory process.

Create Case

Clients/Advisers Management

Get access to your client/adviser's information and policies.

Commission Statements

Track and download your commission statements.

Manager's dashboard

Pending manager's approval

Cases returned by manager

Cases approved by manager

Cases rejected by manager

eFNA C

Pending 4 Returned 1 Approved 1 Rejected 0

Pending (4)

Q Select a column to search v

Case No.	Client Name(s)	Client Callback	Singpass MyInfo	Submission Date	Expires on	Adviser Name	Status
		-	Unlinked	08 Nov 2024			New case
		-	Unlinked	08 Nov 2024			New case
		-	Unlinked	11 Nov 2024			New case
		-	Unlinked	20 Nov 2024			New case

< 1 > Go to 1 10/page v Showing 1 - 4 of 4

Manager's review of new submission

PDF copy of eFNA form

Case Details Pending New Case Compliance Case Proceed

Case No.:

Client 1: 5462
Client 2:
Submission Date: 26 Nov 2024

Callback Form for 5462 !

Applications (2)

Application Document	Client Name(s)	Policy No.	Role(s)
eFPForm		-	Client 1
! SwitchingForm	5462	-	Client 1

Uploaded Files (1)

File Type	Client Name	Date of Submission
! NRIC	5462	26 Nov 2024

Check and confirm case number

Double click on file to view documents

Manager must review all documents before approving



Logo

Name of Client 5462

Name of Spouse / Others

Name of Representative

MAS Representative Number

Case Number

I declare I am authorized to:

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

Information correct as of 15 Jan 2025

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

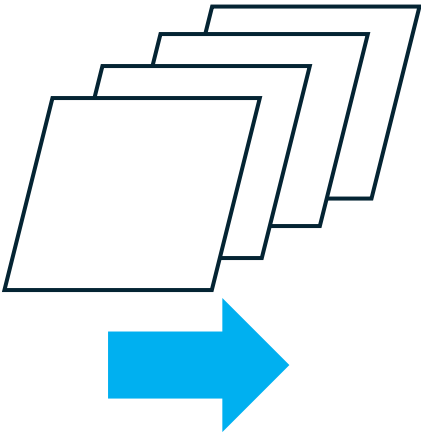
Case Number

I declare I am authorized to:

☒ Adviser / arrange contract of Insurance in respect of Life Policies

☒ Advise / market Collective Investment Schemes

In between pages



Last Page of eFNA PDF

SECTION 14 - CLIENT ACKNOWLEDGEMENT AND DECLARATION

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, I 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

21/11/2024

Date (DD/MM/YYYY)

Signature of Spouse / Others

Date (DD/MM/YYYY)

SECTION 15 - REPRESENTATIVE'S DECLARATION

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).

Name of Representative

✓

Signature of Representative

21/11/2024

Date (DD/MM/YYYY)

Information correct as of 15 Jan 2025

6


Confidential

Manager's approval


< Case Details Pending New Case Compliance Case Proceed

Case No.:

Client 1: 5462
Client 2:
Submission Date: 26 Nov 2024


Callback Form for 5462 

Applications (2)

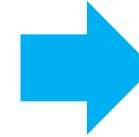
Application Document	Client Name(s)	Policy No.	Role(s)
eFPForm	5462	-	Client 1
 SwitchingForm	5462	-	Client 1

< >

Uploaded Files (1)

File Type	Client Name	Date of Submission
 NRIC	5462	26 Nov 2024

Manager approves the case after reviewing all the documents



Action Required for Case No.

How would you like to proceed? *

☒ Approve case ☐ Return case

☐ Reject case

Additional notes *

Type here...

0/1,000

Cancel Proceed

Manager provides justification to proceed




✓ Success

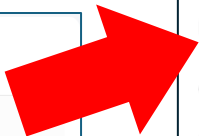
Success! Your eFNA case has been submitted.

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	-	Client1



SECTION 16 - SUPERVISOR'S REVIEW AND ACKNOWLEDGEMENT

eFNA Case No

Client Name

Client NRIC/ Passport No

Adviser Name

WYNNES Rep Code

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

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.

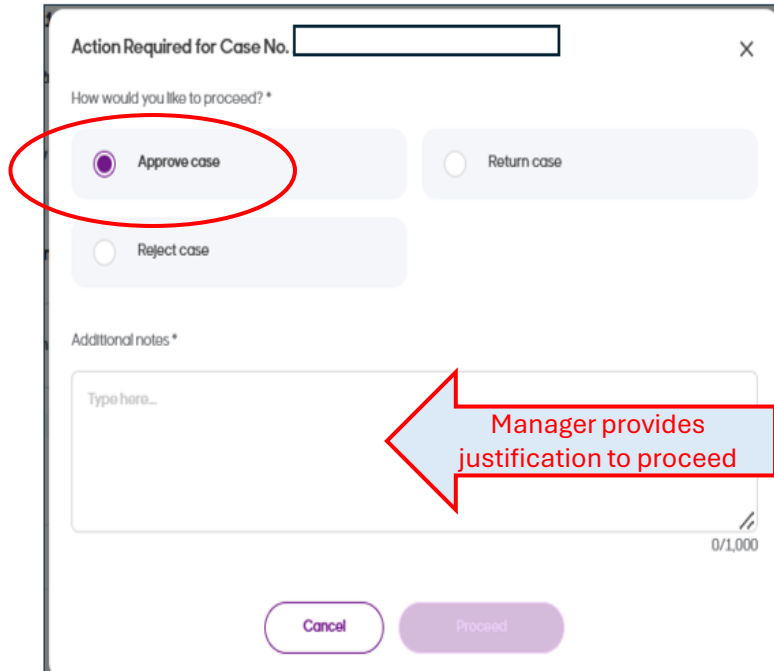
Case submitted to product provider will appear here.

Adviser can check status via these tabs

Draft	7	Returned	1	Pending	8	Approved	0	Rejected	0
Pending (8)									
<input type="text" value="Select a column to search"/>									
Case No.	Client Name(s)	Singpass MyInfo	Submission Date	Pending Action by	Expires on	Action			
<input type="text"/>		Unlinked	08 Nov 2024	Manager					
<input type="text"/>		Unlinked	11 Nov 2024	Manager					
<input type="text"/>		Unlinked	12 Nov 2024	BusinessSupport					
<input type="text"/>		Unlinked	14 Nov 2024	BusinessSupport					

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

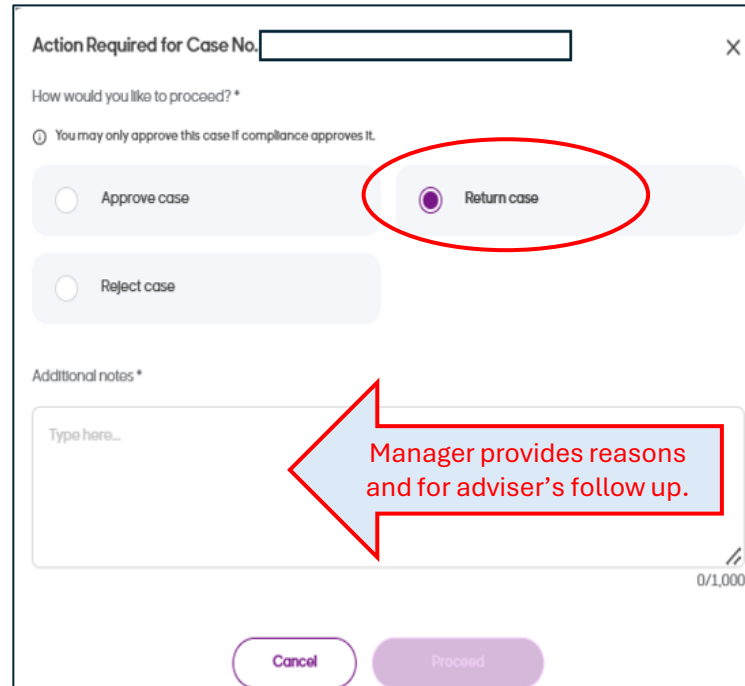
Manager's Approval – 3 options



1. Manager approves case after reviewing all the documents.

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

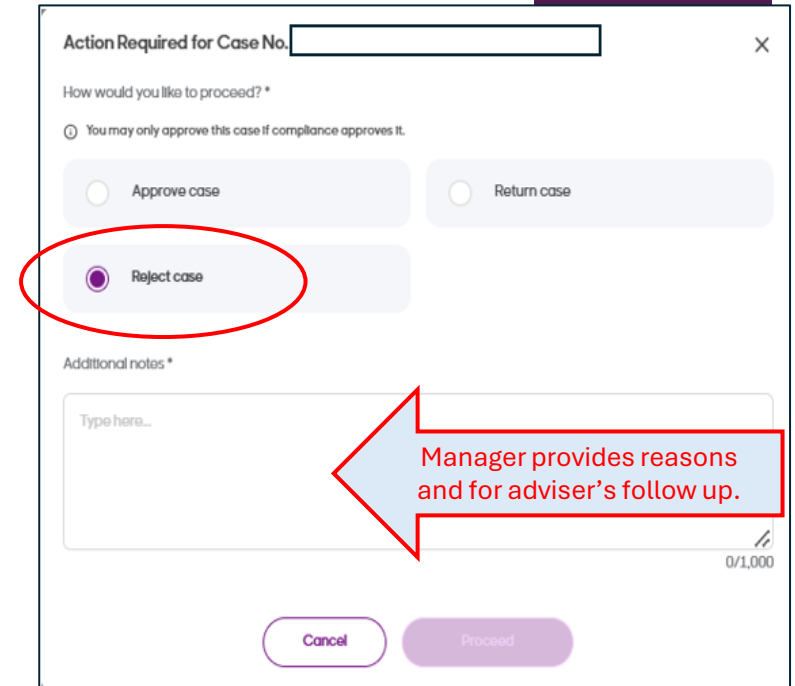
Adviser can view the progress of the case in the 'Pending' tab of the Adviser's dashboard.



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.

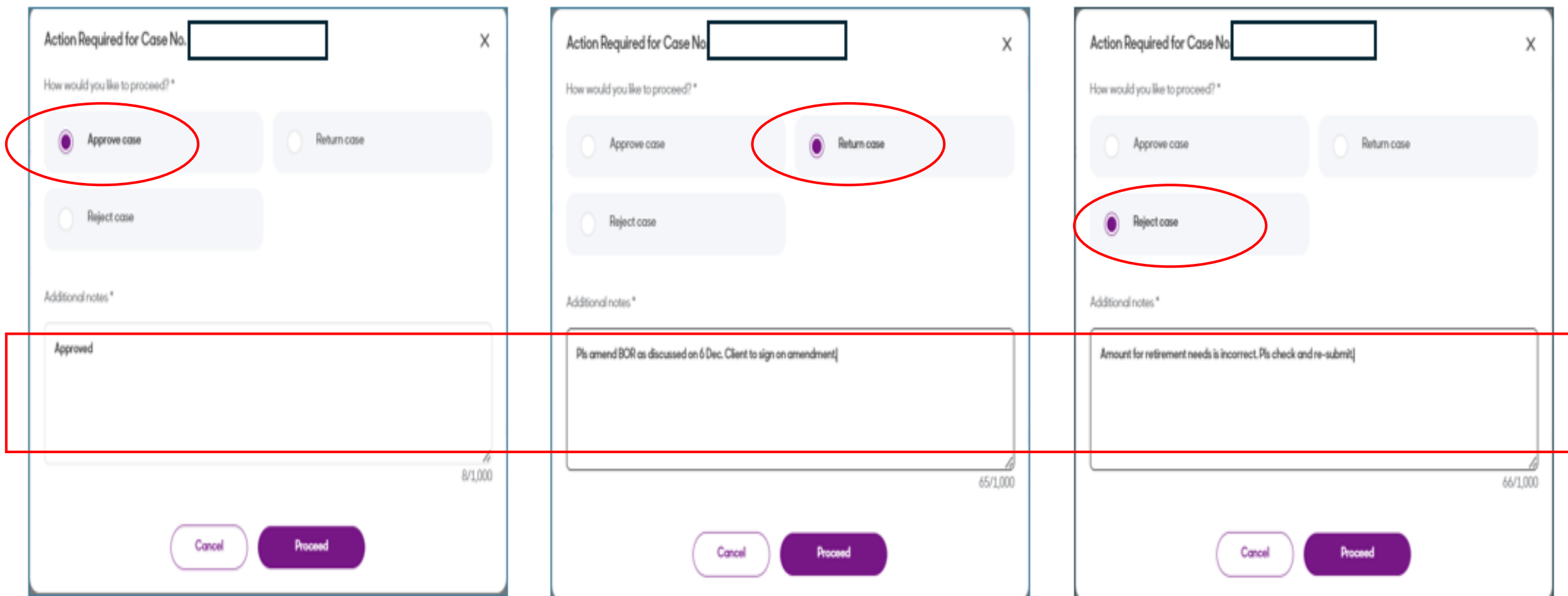


3. Manager rejects case after reviewing all the documents with remarks for adviser's follow-up.

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



The image displays three sequential screenshots of a mobile application interface for case management. Each screenshot shows a dialog box titled 'Action Required for Case No.' with a close button (X) in the top right corner. The dialog asks 'How would you like to proceed? *' and provides three radio button options: 'Approve case', 'Return case', and 'Reject case'. Below these options is a text area for 'Additional notes *' and a character count (e.g., 8/1,000). At the bottom are 'Cancel' and 'Proceed' buttons. Red circles highlight the selected option in each screenshot, and a red rectangle highlights the 'Additional notes' text area.

Option	Additional notes	Character Count
Approve case	Approved	8/1,000
Return case	Pls amend BOR as discussed on 6 Dec. Client to sign on amendment	65/1,000
Reject case	Amount for retirement needs is incorrect. Pls check and re-submit	66/1,000

Manager returns case to Adviser



propel.singlife.com/web/efna/case/TB6oudZJDtoq7GxrxqJdR6/manager?status=Returned

HomeefNAClients/AdvisersReportsManage

Case DetailsReturnedCompliance CaseProceed

Case No.:

Client 1:

Return

Client 2:

Submission Date:

09 Dec 2024

Reason(s)

From Manager -

09 Dec 2024, 1:32PM

Returned

Pls amend BOR as discussed on 6 Dec. Client to sign on amendment.

Applications (1)

Application Document	Client Name(s)	Policy No.	Role(s)
eFPForm	Return	-	Client 1

Success

Returned request processed successfully

Returned case in Adviser's dashboard

Returned cases are in this tab

eFNA Cases

Create eFNA case

Draft 0 Returned 3 Pending 11 Approved 0 Rejected 0

Returned (3)

Select a column to search

Case No.	Client Name(s)	Singpass Myinfo	Returned Date	Returned By	Returned Reason	Expires on
	Return	Unlinked	09 Dec 2024	Manager	See more	
		Unlinked	15 Nov 2024	Manager	See more	
		Unlinked	15 Nov 2024	Manager	See more	

10/page Showing 1 - 3 of 3

For more details

View of returned case in adviser dashboard



propel.singlife.com/web/home-adviser#

eFNA Cases

Returned Reason(s)

From Manager -

09 Dec 2024, 1:32PM

Returned

Pls amend BOR as discussed on 6 Dec. Client to sign on amendment.

Close

eFNA Cases

Draft 0

Returned 3

Returned (3)

Select a column to search

Case No.	Client Name(s)	Singpass MyInfo	Returned Date	Returned By	Returned Reason	Expires on
	Return	Unlinked	09 Dec 2024	Manager	See more	
		Unlinked	15 Nov 2024	Manager	See more	
		Unlinked	15 Nov 2024	Manager	See more	

1

Go to 1

10/page

Showing 1 - 3 of 3

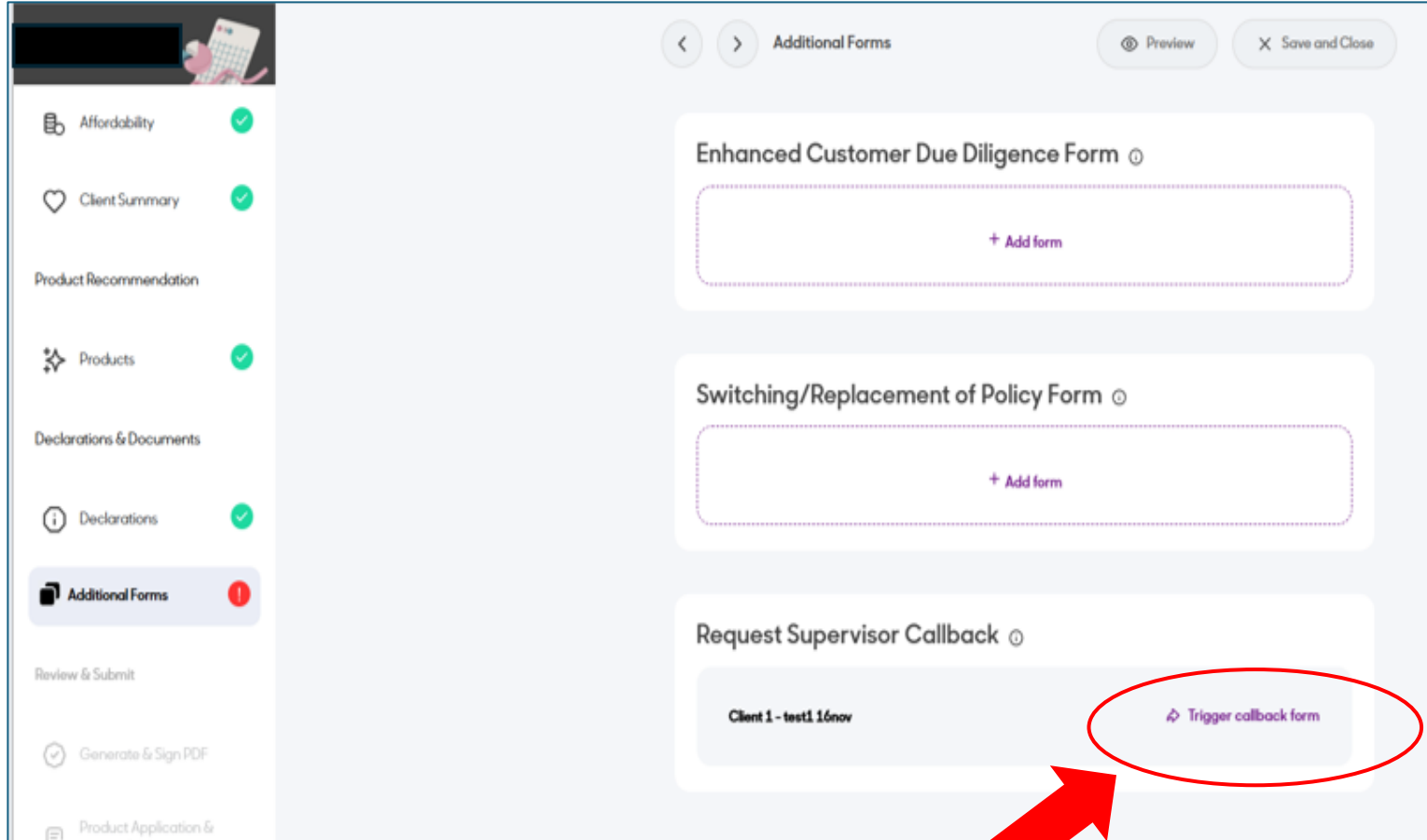
Information correct as of 15 Jan 2025

14

Confidential

Callback form for Manager/Supervisor

Callback Form (Advisor's request for callback)



The screenshot displays the 'Additional Forms' section of a system interface. On the left, a sidebar lists various modules: Affordability, Client Summary, Product Recommendation, Products, Declarations & Documents, Additional Forms (highlighted with a red icon), Review & Submit, Generate & Sign PDF, and Product Application &. The main area shows three form categories, each with an 'Add form' button:

- Enhanced Customer Due Diligence Form
- Switching/Replacement of Policy Form
- Request Supervisor Callback

Under the 'Request Supervisor Callback' section, there is a client entry 'Client 1 - test1 16nov' and a button labeled 'Trigger callback form'. This button is circled in red, and a large red arrow points to it from below.

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

Manager's dashboard view on Callback form



eFNA case no.	Name		 Callback completed	21 Nov 2024	Adviser's email	New case
eFNA case no.	Name		 Callback to be completed	26 Nov 2024	Adviser's email	New case

Callback Form (Client information)

Callback Form

1. Purpose of Callback Form

☒ Selected client ☐ BSC/Close supervision ☐ Close Monitoring

☐ Roadshow ☐ Door-to-Door ☐ Street canvassing

2. Adviser Details

Name of Adviser

Adviser Code
GENP52

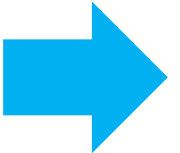
3. Details of Product Purchased

1. Name of Product(s) / Investment

2. Premium / Investment Amount

3. Date of Purchase

Manager reviews and
confirms purpose of
callback.



Callback Form (Call log)

Callback Form

4. Call Log

☐ NA

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

Call Log 1 x Clear Log 1

Contact Number Used* Date of Call*

Select DDMMYYYY

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



Callback Form

5. Details of Client Callback

PLEASE TICK AND CONFIRM WITH CLIENT ON THE FOLLOWING:

☒

Client acknowledged that proper fact find and needs analysis was conducted before product recommendation.

☒

Client is aware of the key product features, risk and limitations*

☒

Client acknowledged that the recommendation is suitable for him/her and confirmed that the recommendation is within his/her affordability, risk profile and he/she had set aside emergency funds for liquidity purposes.

☒

Client is aware of the transaction costs and / or possible disadvantages of switching (if applicable).

☒

Client acknowledged receipt of the relevant sales documents.

APPLICABLE FOR POLICY/POLICIES PAYABLE BY CPF MEDISAVE ACCOUNT ONLY:

☒

Client is aware that premiums are deducted through CPF Medisave account. Cash top-ups may be required in the event of failed deduction attempt(s) / insufficient funds / increase in premiums (e.g Integrated Shield Plans).

Remarks:

Type here...

Select your preferred signing method

Embedded signing

DiSign

Save & close

Preview PDF & sign

Manager completes declarations as required

Select your preferred signing method

Embedded signing

DiSign

Save & close

Preview PDF & sign

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

<input checked="" type="checkbox"/> Selected Client	<input checked="" type="checkbox"/> Roadshow	<input type="checkbox"/> Door-to-Door	<input type="checkbox"/> Street Canvassing	<input checked="" type="checkbox"/> 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:

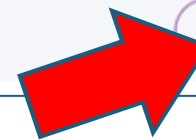
Supervisor's Signature

Supervisor's Name

Date

Sign form

Confirm and save



Information correct as of 15 Jan 2025

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