QUICK GUIDE NON FACE TO FACE (NFTF) PLATFORM
COD DASHBOARD

1) Open web browser. Key in URL https://nftf.muamalat.com.my/login . Then, press enter.
- ✓ Key in "Username" / "Email" and "Password"
  - • Username = ID Staff
- ✓ Then, click "Sign In "button
- ✓ If forgot password, click button "Forgotten It' and will get email notification to reset the password.
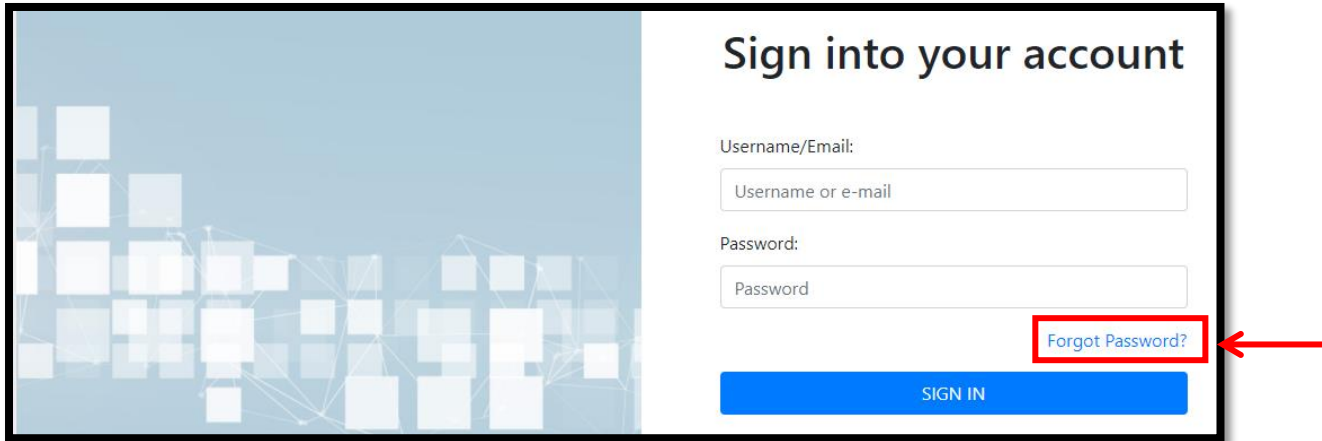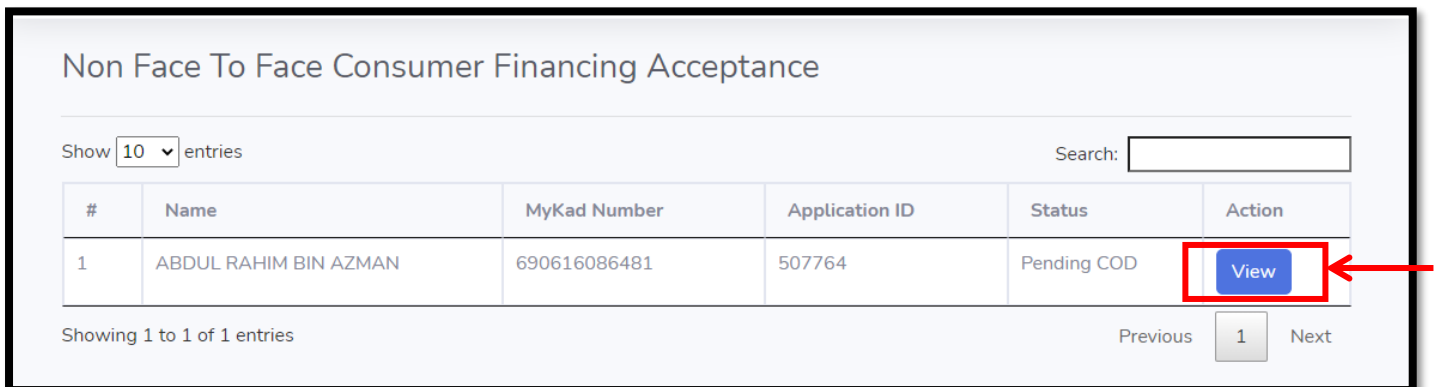

2) To change password :
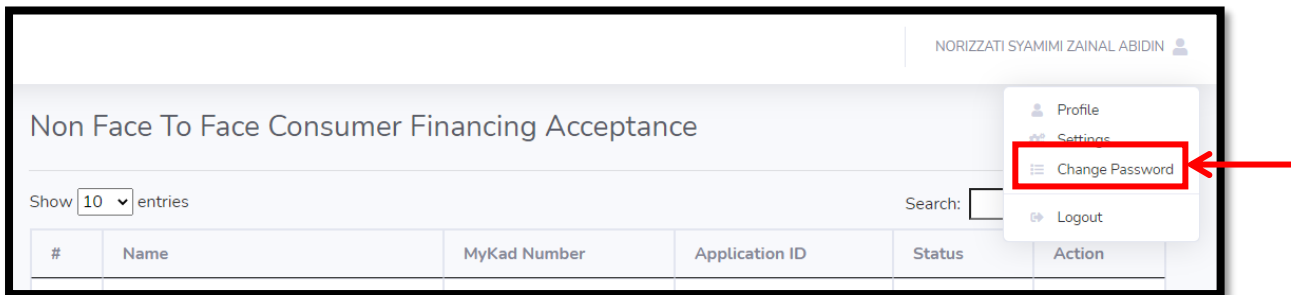
2) After login, screen dashboard will display as below :

- ✓ Click "View" button status "Pending COD" to process.

3) Then, "Non Face To Face Acceptance" screen will be displayed.
  ✓ Download all the document from CFE
  ✓ Verify all the documents & checklist
  ✓ Click " Approve" to proceed for disbursement

Non Face To Face Consumer Financing Acceptance

Name: ABDUL RAHIM BIN AZMAN

MyKad Number: 690616086481

Application ID: 507764

Show [10 ∨] entries   Search: [   ]

#	Description	Status
1.	To confirm that customer has read the NON FTF PDPA notice. Please refer to Non FTF PDPA Notice	Verified
2.	Email to Customer: a. Secure email sending (zipped & encrypted) for Letter Offer. b. 1st email - Send with attached docs (zipped & encrypted with password) together with NON FTF PDPA notice to customer. c. 2nd email - Send password.	Verified
3.	Video call / phone customer to brief on LO / T&Cs /PDS / other documents related to financing and; Upload screen Capture of Witness certified original sighted documents as customer showing the original documents.	Uploaded
5.	Pre-Disbursement & Document Checklist (PDDC) & Documents Related for Disbursement. Document : PF2_-_A5flyers-ENG1.pdf	Uploaded
6.	NON FACE-TO-FACE Acceptance Attestation: I hereby confirmed that there is no non-compliance event occurred in my non face-to face (FTF) process for the day and further confirmed on the following: 1. The non-FTF process conducted is according to the approved procedures and standards and all relevant requirements have been complied with. 2. The documents have been sighted as true copies during the video call/conference. 3. Customer has given consent to capture his/her picture during the video call/conference. 4. CFE has duly explained to the customer on the letter of offer(LO),terms and conditions and any required explanation before executing the LO. 5. CFE has conducted due diligence via CCRIS/CTOS/RAMCI to verify the customer.	Verified
7.	Extra Document :	

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Disclaimer : Please remind your customer to submit original documents within 7 days.

[Approve] [Reject]

4) If click "Reject" button, the screen will display as below:
- ✓ To key-in the rejection reason in remarks column
- ✓ Then, click "Submit"

Non Face To Face Creation

Rejected By COD : Remarks

image not clear

Submit