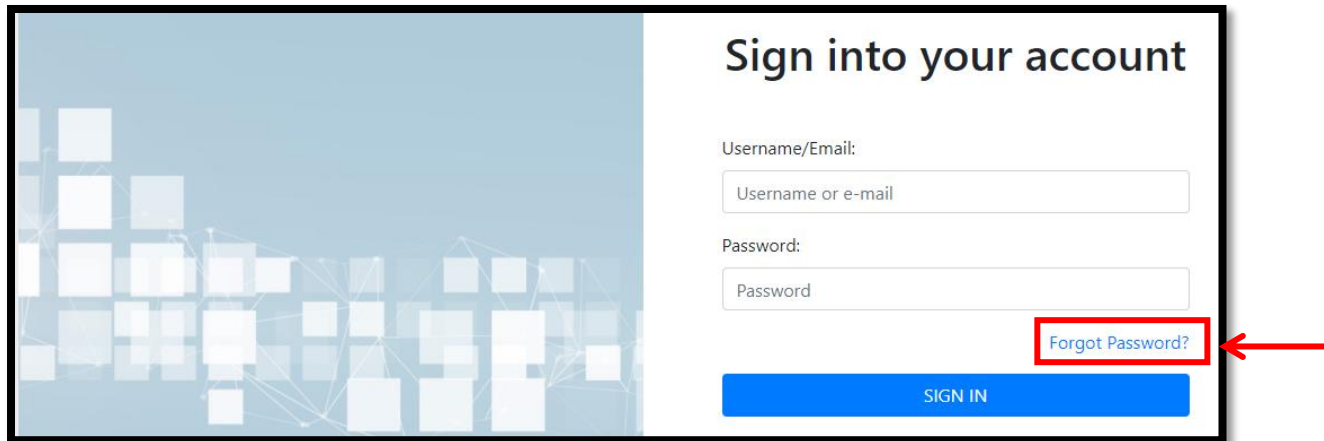


QUICK GUIDE NON FACE TO FACE (NFTF) PLATFORM CFE DASHBOARD

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.



Sign into your account

Username/Email:

Username or e-mail

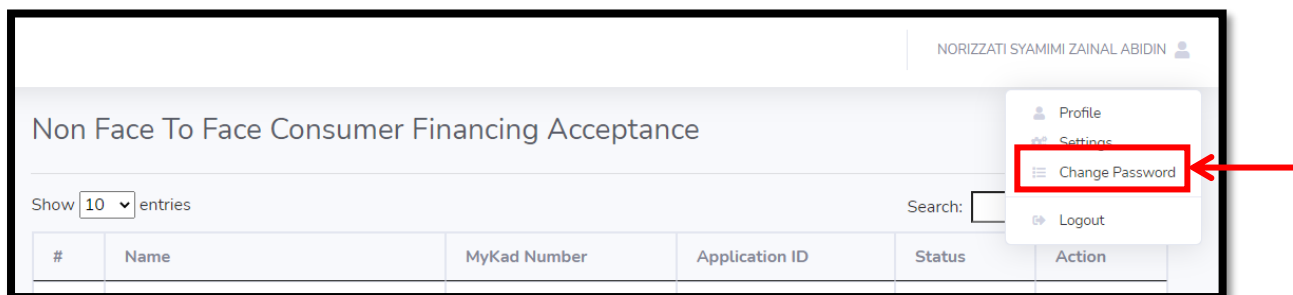
Password:

Password

[Forgot Password?](#)

SIGN IN

2) To change password :



NORIZZATI SYAMIMI ZAINAL ABIDIN

Non Face To Face Consumer Financing Acceptance

Show 10 entries

Search:

Profile

Settings

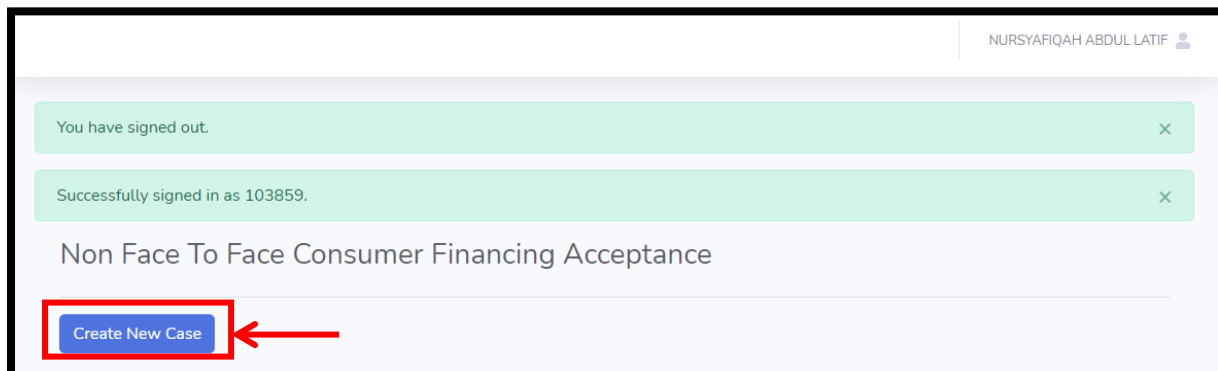
[Change Password](#)

Logout

#	Name	MyKad Number	Application ID	Status	Action
---	------	--------------	----------------	--------	--------

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

- ✓ Click the button “Create New Case” to create the application.



NURSYAFIQAH ABDUL LATIF

You have signed out.

Successfully signed in as 103859.

Non Face To Face Consumer Financing Acceptance

[Create New Case](#)

3) Then, “Non Face To Face Creation” screen will be displayed.

- ✓ Complete all the requirement

- Application ID – same with FOS APP ID

✓ Click “Submit” button.

Non Face To Face Creation

Customer Name*

MyKad Number*

Application ID*

4) Next screen, “Non Face To Face Acceptance” will be display.

✓ Complete all the description and click “Verify” or “Upload” button

Non Face To Face Consumer Financing Acceptance

Name: ABDUL RAHIM BIN AZMAN

MyKad Number: 690616086481

Application ID: 507764

Show entries

Search:

#	Description	Status	Action
1.	To confirm that customer has read the NON FTF PDPA notice. Please refer to Non FTF PDPA Notice		<input type="button" value="Verify"/>
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.		<input type="button" value="Verify"/>

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.		<input type="button" value="Upload"/>
4.	To upload image of customer signature the LO besides with his/her MyKad. Example image as attached: Image		<input type="button" value="Upload"/>
5.	Pre-Disbursement & Document Checklist (PDDC) & Documents Related for Disbursement.		<input type="button" value="Upload"/>
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.		<input type="button" value="Verify"/>
7.	Extra Document :		<input type="button" value="Upload"/>

For Item No 3,

- ✓ After click the "Upload" button, the screen will display as below.
- ✓ Click "Choose File" and attach the screen capture
- ✓ Then, click "Submit" button

Non Face To Face Creation

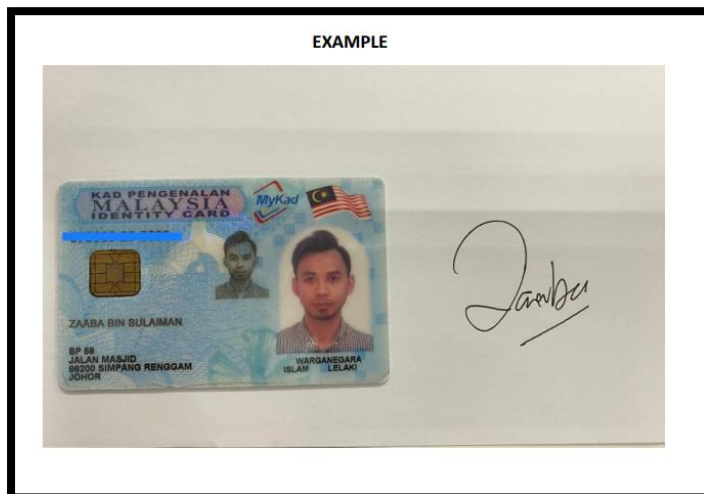
Screen capture of Video call / phone customer to brief on LO / T&Cs / PDS / other documents related to financing

No file chosen

Max: 20MB file is allowed

For Item No 4

- ✓ Click image to view the sample attachment



- ✓ After click the "Upload" button, the screen will display as below
- ✓ Click "Choose File" and attach the image
- ✓ Then, click "Submit" button

Non Face To Face Creation

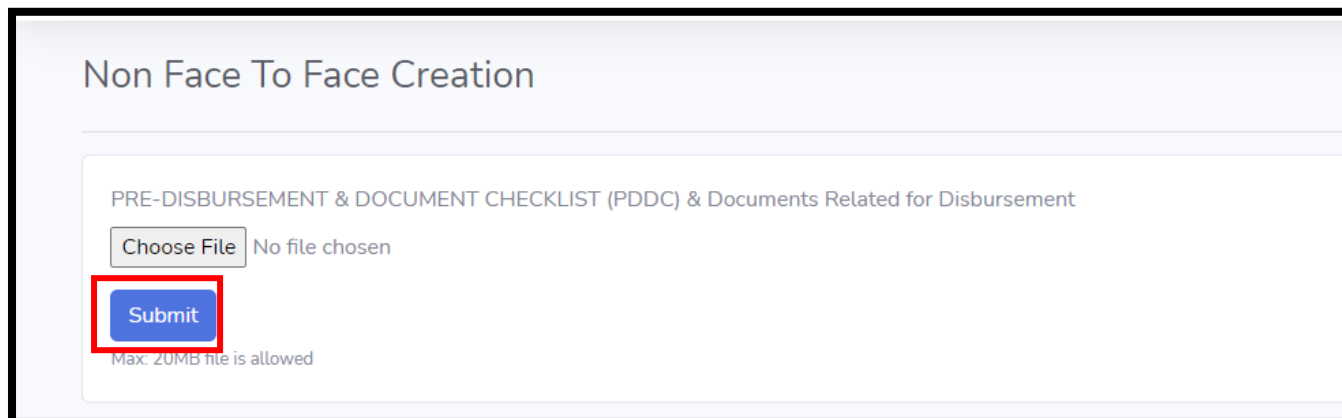
Witness certified original sighted documents as customer showing the original docs

No file chosen

Max: 20MB file is allowed

For Item No 5

- ✓ After click the "Upload" button, the screen will display as below.
- ✓ Click "Choose File" and attach all the documents required
- ✓ Then, click "Submit" button



Non Face To Face Creation

PRE-DISBURSEMENT & DOCUMENT CHECKLIST (PDDC) & Documents Related for Disbursement

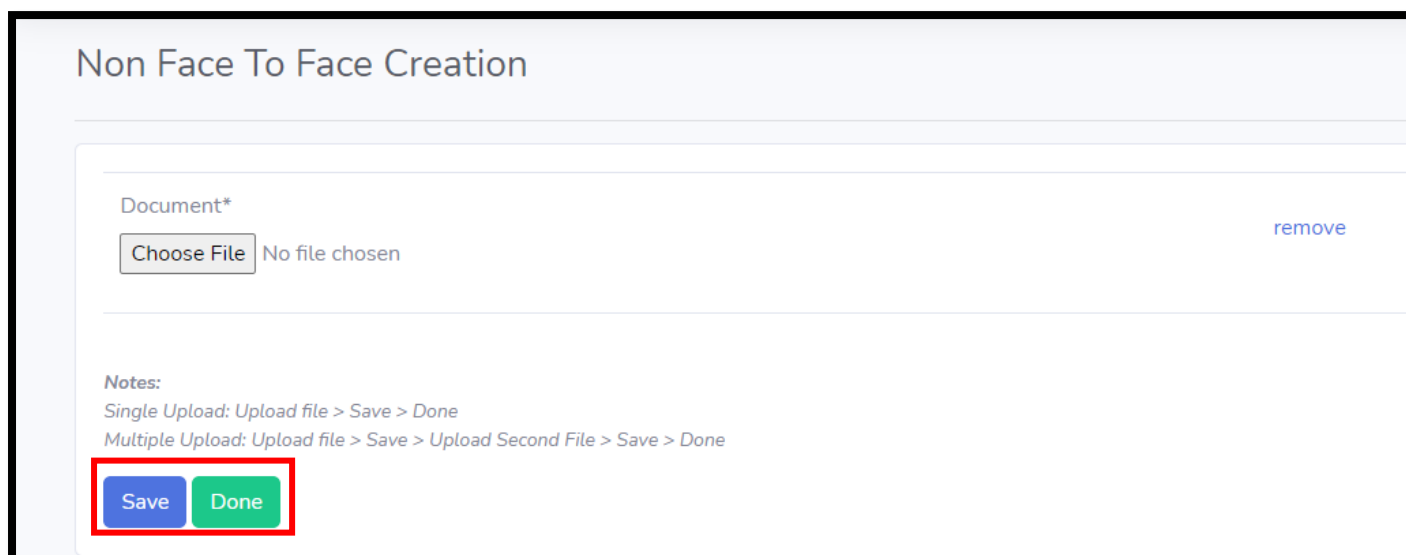
Choose File No file chosen

Submit

Max. 20MB file is allowed

If have extra documents to upload, will proceed for item no 7

- ✓ After click the "Upload" button, the screen will display as below.
- ✓ Click "Choose File" and attach all the documents required
- ✓ Then, click "Save" button and "Done" button.



Non Face To Face Creation

Document*

Choose File No file chosen

remove

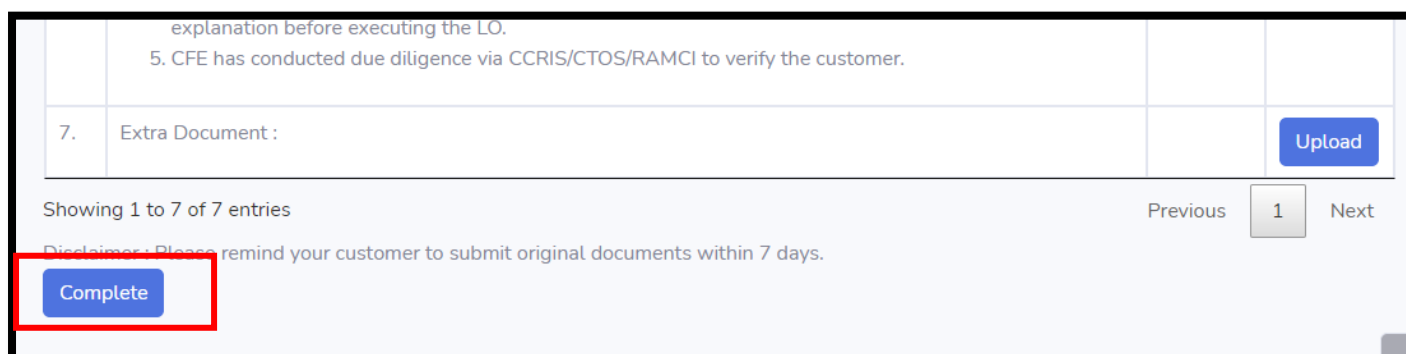
Notes:

Single Upload: Upload file > Save > Done

Multiple Upload: Upload file > Save > Upload Second File > Save > Done

Save Done

6) After complete all the checklist, click "Complete" button.



explanation before executing the LO.

5. CFE has conducted due diligence via CCRIS/CTOS/RAMCI to verify the customer.

7. Extra Document :

Upload

Showing 1 to 7 of 7 entries

Previous 1 Next

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

Complete

7) All the application status will display at dashboard as below :

Non Face To Face Consumer Financing Acceptance

Show 10 entries

Search:

#	Name	MyKad Number	Application ID	Status	Action
1	ABDUL RAHIM BIN AZMAN	690616086481	507764	Approved	

Showing 1 to 1 of 1 entries

Previous 1 Next

Create New Case

STATUS	DESCRIPTION	ACTION
PENDING BM	Pending Concurrence by BM	Inform Branch Manager together with documents
PENDING COD	Pending Takeup by COD	COD will received the email notification after BM Concurrence
APPROVED	Disbursement	Customer to perform biometric process at nearest branch and submit the complete original form
REJECTED	Not process for disbursement	<div> ✓ CFE will received notification from COD </div> <div> ✓ CFE re-submit the Acceptance </div>