

USER GUIDE FOR THE FAIS ONLINE REPORTING SYSTEM



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A. GENERAL

1. What can the FAIS online reporting system be used for?

The FAIS online reporting system can be used by registered users for the following:

- Submission of compliance reports;
- Submission of handover compliance reports;
- Submission of annual financial statements;
- Applications for extensions for the submission of financial statements;
- Updating of FSP contact details;
- Obtaining copies of previous compliance reports that were submitted;
- View what details the FAIS Division has on record for a FSP;
- Submission of Section 17 irregularity reports (only applicable to compliance officers);
- Obtaining an Excel copy of the DOFA report for the FSP;
- Maintaining the representative register of an FSP; and
- Submission of amendments to an FSP license (profile changes)

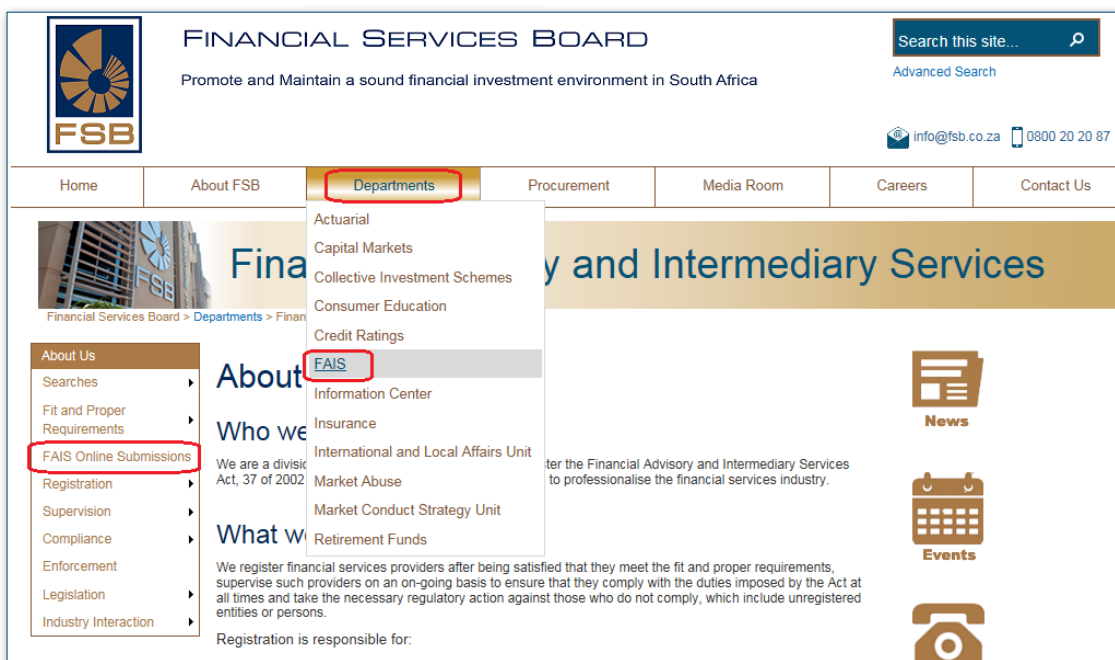
2. How to register for the FAIS online reporting system

The following steps should be followed in order to register:

- Go to the FSB website (www.fsb.co.za);
- Click on the “Departments” tab at the top of the FSB home page,
- Select “FAIS” from the list of departments,
- Click on “FAIS Online Submissions” on the left hand side of the web page (**see screen A below**)
- After clicking on “ FAIS Online Submission” you will be directed to **screen B** below
- Click on Register and you will be directed to **screen C** where you will be asked to enter your ID number.
- After entering your ID number click on register and a system generated password will be e-mailed to the e-mail address which is on record for the ID number that was provided.

Note: For security reasons, only approved compliance officers and key individuals will be able to register to make use of the FAIS online reporting system.

SCREEN A :



SCREEN B :

Please Logon

Please note that the logon procedure has changed and you should now logon using your ID number (and not your email address)

ID Number	
Password	
Logon Register Forgot Password	

Should you experience any problems please send an email to faiscomp1@fsb.co.za

SCREEN C :**FAIS Online Registration**

Please Complete Your ID Number!

ID Number	
Register	Back

3. Updating of FSP contact information

- The first time each year that a registered user logs onto the FAIS online reporting system for a specific FSP they will be required to confirm whether the contact details on record for the FSP are still correct.
- Alternatively the user can select the “Update contact details” option from the list of services.
- Once the user has logged they will be directed to the screen below (**see screen A below**) which requires the user to either update you contact information or confirm that the contact information on record for the FSP is correct.
- The user must ensure that the details are in fact correct before clicking on the “confirm” button as all correspondence sent out by the FAIS Division will be sent to the contact details that are reflected on this screen
- Please make show all fields are completed before you click on Save/Confirm.

Note: If all the fields are not completed the system will not save the details.

SCREEN A :

Update FSP Contact Information

In order for you to proceed with using the online programme please ensure that ALL fields below have been completed in full prior to clicking on the Save / Confirm button below.

Please make all changes / confirm current details and click on the "Save / Confirm" button

FSP Details	
FSP No	
FSP Name	
FSP Trade Name	
FSP Physical Address	

Contact Person Details	
General Postal Address	
ID Number	
Title	
Initials	
Surname	
Cell Phone No	
Tel Phone No	
Fax Phone No	
Email Address	

Accounting Person Details	
Accounting Postal Address	
Title	
Initials	
Surname	
Cell Phone No	
Tel Phone No	
Fax Phone No	
Email Address	
ID No	
Date Of Birth (DD/MM/YYYY)	

[Save / Confirm](#) [Back to Selections](#) [Logout](#)

B. COMPLIANCE REPORTS

1. Introduction

- The Compliance report online submission may only be submitted by registered users.
- Where an FSP has an approved compliance officer on their profile only the approved compliance officer will be able to complete and submit the annual compliance report.
- Where the FSP does not have an approved compliance officer the approved key individual will be able to complete and submit their annual compliance report.
- **No Extensions** will be granted for the submission of compliance reports.
- Penalties may be imposed or regulatory action may be taken against FSPs for the non-submission of compliance reports.

2. Report submission constraints

- The user will only be able to submit the compliance report on or after the applicable reporting date e.g. if your reporting date is 31 May, then you would only be able to submit the report to the FSB as from 1 June.
- The compliance report must be submitted by the applicable submission date.

3. Logging onto the FAIS online system

- If you are not a registered user, follow the steps outlined under the Registration process and once you reach **screen A** below enter your ID number and password
- Click “Logon”, where after you will be directed to **screen B** below
- Select either “Compliance Reports” or “Handover Reports” from the list of options
- Enter the year of the compliance report e.g. 2016 and click on the “submit” button.

Note: A handover compliance report is submitted where:

- a compliance officer resigns from an FSP; or
- an FSP who did not have an approved compliance officer appoints a compliance officer

SCREEN A :**FAIS Online Reporting System****Please Logon**

The login form is centered on the page. It features a large, faint background image of a stylized sun or fan. The form consists of two input fields: 'ID Number' and 'Password', each with a blue label to its left. Below these fields are three buttons: 'Logon', 'Register', and 'Forgot Password', all with blue backgrounds and white text.

ID Number	
Password	
Logon Register Forgot Password	

SCREEN B :

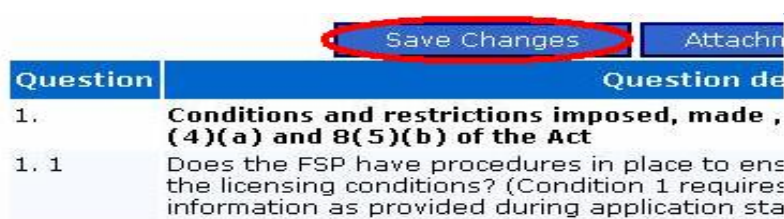
The menu is displayed on the left side of the screen. It features a list of options, each preceded by a radio button. The 'Compliance Reports' option is selected and highlighted with a yellow background. Below it, the 'Handover Report' option is also highlighted with a yellow background. The other options are not highlighted. At the bottom of the menu, there is a 'Year:' label followed by a text input field.

- ☒ **Compliance Reports**
- ☐ Query FSP Detail
- ☐ Financial Statements
- ☐ Extension Request for Financial statements
- ☐ Update Contact Details
- ☐ Profile Changes
- ☐ **Handover Report**
- ☐ Debarment
- ☐ Request Representative Register
- ☐ Assets under Management (As at 30 June)
- ☐ Maintain Representative Register

Year:

4. Completing the compliance report

- After clicking on the “submit” button referred to above, the questions for the report that is required to be completed and submitted by the FSB will appear and the user can proceed to answer all the questions.
- Users should remember to save their work at **regular intervals** to ensure that no work is lost due to their internet session expiring (it is advisable to click on the “save changes” button after answering every 5 or 6 questions to prevent your internet session from timing out).
- This “save changes” button appears at both the top of the compliance report screen as well as the bottom.



The screenshot shows a 'Save Changes' button circled in red at the top of a form. Below it is a table with two columns: 'Question' and 'Question description'.

Question	Question description
1.	Conditions and restrictions imposed, made , (4)(a) and 8(5)(b) of the Act
1. 1	Does the FSP have procedures in place to ens the licensing conditions? (Condition 1 requires information as provided during application sta

- Once you have completed all the questions on the page, please click the drop down key on the top of the report (see below) to move to the next section on the report.
- The user needs to complete each section that appears on this drop down menu as all the sections that appear there are applicable to the specific FSP.



The screenshot shows the 'Compliance Reports' section. At the top, there are fields for 'FSP Nr:' and 'Name:'. Below these are 'Type of Report:', 'Year: 2015', 'Expected Report Date:', and 'Section:'. A red warning message states: 'Please remember that your compliance report isn't submitted until it's been validated. Please save at regular intervals to minimize the possibility of losing your work.' Below this are links for 'Download Document for Signature' and 'Download D...'. At the bottom, there are buttons for 'Save Changes', 'Attachments', 'Back to Selections', 'Validate', and 'L...'. A dropdown menu is open, showing a list of sections: GENERAL, GENERAL CODE OF CONDUCT, REPRESENTATIVES, MONEY LAUNDERING CONTROL PROCEDURES, COMPLIANCE FUNCTION, HEALTH SERVICE BENEFITS, EXTRA ATTACHMENTS, FOREX FSPs, and STATISTICAL INFORMATION. Below the dropdown is a table with columns: 'Question', 'Question description', 'Yes', 'No', 'N/A', and 'App/Amnt'.

Question	Question description	Yes	No	N/A	App/Amnt
----------	----------------------	-----	----	-----	----------

5. Attaching the annexures to the report

Once the user has answered all the questions on the report, and indicated the annexure numbers in the column on the very far right of the screen that is headed “App/Amnt” (see example below), they can proceed to attach all their required Annexures.

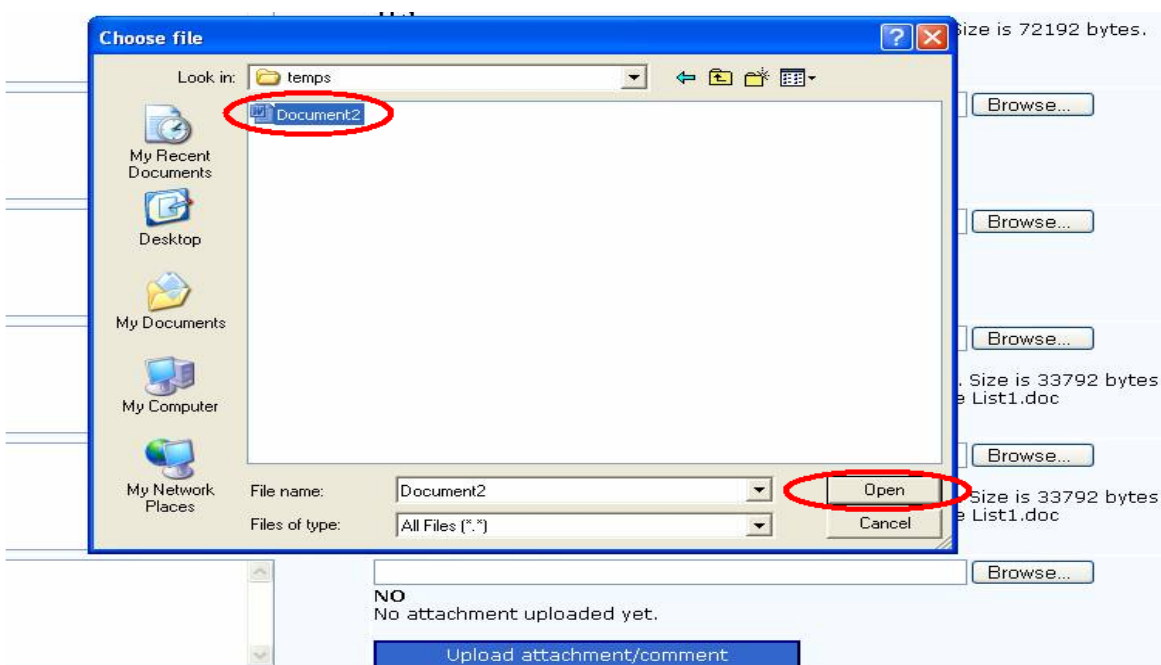
Yes	No	N/A	App/Amnt
☒	☐	☐	
☒	☐	☐	
☐	☐	☐	
☐	☒	☐	
☒	☐	☐	
☐	☐	☐	1
☐	☐	☐	

- All Annexures to the report must be saved on the user’s computer.
- The user should name the files in such a way that they will be able to find them easily when searched for
- To upload the Annexures click on “Attachments” button at the top of the screen and the user will be directed to the screen below:

Question Nr	Annexure Nr	Attachment
1. 5. 2	1	Browse... Upload attachment/comment

- Click on the “Browse” button and the system will open up a dialogue box on your computer (see **screen A** below)
- Search for the Annexures in the folder that you saved them in on your computer.
- Single click on the file on your computer (the annexure that you saved) and then click on the “open” button on the bottom right of the dialogue box.
- The annexure will appear in the long white block to the right of the “Browse” button (**screen B**)
- After that click on “Upload attachment / comment” button and once the attachment is uploaded the system will confirm u “YES” Received attachment successfully under the “Action” column on the right hand side of the screen (refer to **screen C** below)

SCREEN A :



SCREEN B :

Question Nr	Annexure Nr	Attachment
1. 5. 2	1	\\DC-PT-FILE-01\User Data-01 Browse... Upload attachment/comment

SCREEN C:**YES**Received the attachment **TEST Annexure.docx** successfully. Size is 12565 bytes.

6. Completing the statistical information section

- The user should click on the drop down arrow at the top right hand side of the compliance report (see **screen A** below) and select the option “Statistical Information”
- The user will then be directed to “**screen B**” below.
- The user is required to complete the all the fields and once done, click on the “Save Changes” button.
- Each section that the user is required to complete will have to relevant question number next to it in brackets to assist the user in identifying which question on the compliance report the statistical information relates to.

SCREEN A :

st 3 With CO

31/05/2015 Section: STATISTICAL INFORMATION

Submitted until it's been validated and committed
the possibility of losing any work!

SCREEN B :

TYPE OF INSURANCE COVER		EXTENT OF COVER (Rand amount)			CURRENCY (in words)	
(6.1.0.0)	Professional Indemnity Cover as contemplated in Sections 5(e) and 13 of the General Code of Conduct		0.00	0.00		

Save Changes Attachments Back to Selections Validate Logout

7. Document for signature and the declaration page

- Once the compliance report has been completed the user needs to attach the signature page.
- Click on Download Document for Signature at top of the report (see screen below)

[Download Document for Signature](#)
[Download Draft copy of Report](#)

[Save Changes](#)
[Attachments](#)
[Back to Selections](#)
[Validate](#)
[Logout](#)

- The signature page will open up in a word document which needs to be printed, completed and signed.
- Once the signature page(s) has been completed it must be scanned and saved onto the user's computer because it needs to be uploaded as an attachment to the report.
- Once you have scanned the signature page and saved it on your computer click on the drop down menu on the top right hand side of the report and select "Extra Attachments" (see screen print below).

FSP Nr: Name:

Type of Report: Year: **2015** Expected Report Date: **31/05/2015** Section: **EXTRA ATTACHMENTS**

Please remember that your compliance report isn't submitted until it's been validated and committed
Please save at regular intervals to minimize the possibility of losing any work!

[Download Document for Signature](#)
[Download Draft copy of Report](#)

[Save Changes](#)
[Attachments](#)
[Back to Selections](#)
[Validate](#)
[Logout](#)

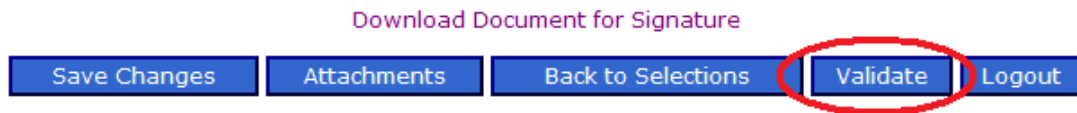
Question	Question description	Yes	No	N/A	App/Amnt
23.	Extra Attachments				
23. 1	Declaration pages signed by the Key Individual and Compliance Officer	☐	☐	☐	
23. 2	Extra attachment 1	☐	☐	☐	
23. 3	Extra attachment 2	☐	☐	☐	
23. 4	Extra attachment 3	☐	☐	☐	
23. 5	Extra attachment 4	☐	☐	☐	
23. 6	Extra attachment 5	☐	☐	☐	

[Save Changes](#)
[Attachments](#)
[Back to Selections](#)
[Validate](#)
[Logout](#)

- Indicate the annexure number in column 5
- Once that is done click on "Save Changes" button and then click on the "Attachments" button and follow the same procedure as attaching the Annexures.

8. Validating the report

- After all the questions have been answered and all annexures have been attached the user must click on the “Validate” button which can be found at both the top and bottom of the screen (see below).



- Once the user has clicked on the “validate” button the system will notify the user if there are any validation errors that need to be fixed on the report (it will provide a list of errors, if applicable)
- If there are any errors listed then the user is required to go back and correct them before they will be able to submit the report.
- If there are no validation errors a message will appear stating that “the report passes validation stage and is ready to submit”
- Click on the “Submit” button and the report will be submitted electronically to the FSB.

Note: The user must fix all validation errors on the report in order for the report to be submitted to the FSB. Only once the report passes the validation stage and the user clicks on the “submit” button will the FAIS Department receive the report.

9. Obtaining a copy of a compliance report that was submitted

- Once the report has been submitted to the FAIS Division, any of the registered users can obtain a copy of the report for their records.
- The user needs to log onto the FAIS online reporting system and select the “Query FSP Detail” option (see screen below) and click on the “submit” button:



- The user will then be directed to **screen A below** which will display the Basic Detail of the relevant FSP.
- Click on the Compliance reports button which can be found on the right hand side of the screen (**screen A**)
- You will then be directed to **screen B** which will display all the reports that have been submitted for the FSP in question
- The user will then have the option to download a copy of the report which can either be printed out or saved.

Note: This copy of the compliance report is for record keeping purposes only and should not be submitted to the FAIS Division for any reason.

SCREEN A :

Query FSP Detail

FSP Nr: Name:

Basic Details	
Trade Name	
Legal Capacity	
Registration Nr	
Type of Company	
Responsible Analyst at FAIS	

Banking Details	
Year End	
Bank	
Branch Code	
Account Nr	
Sep Acc Bank	
Sep Acc Branch	
Sep Acc Nr	
Medical Aid Nr	

Business Details	
Physical Address	
Postal Address	
Phone	
Fax	
eMail	

Other General Information	
Auditor Required	
Compliance Officer Required	
Section 13B of Pensions Act	
Approval	
Direct Marketer	
CMS Registration Nr	
IGF Nr	

<< Back to Selections
Logout

- [Contact Details](#)
- [Auditors](#)
- [Financial Statements](#)
- [Compliance Reports](#)
- [Exemptions](#)
- [Persons](#)
- [Products](#)
- [Date First Appointed](#)
- [Compliance Officers](#)
- [Clearing](#)
- [Profile Changes](#)
- [Irregularity Reports](#)
- [Handover Reports](#)
- [Conditions](#)

SCREEN B :

Compliance Reports

FSP Nr: Name:

Compliance Reports				
Report type	Date of Report	Case number	Request Report	Request Receipt
Cat I with CO (31/05/2015)	31/05/2015		Download	Download

<< Back to Query
Logout

10. Other important information

- If you need to submit compliance reports for different years you may do so using this program, all you need to do is to logon and enter the year you wish to submit.
- Confirmation will be sent as soon as the report is imported on the FSB's system, this can take up to 24 hours. Please retain this proof of submission.
- You may capture the report over a period of time and save all changes as you capture it, once the report is allowed to submit (after reporting date) you can finally submit the report, this may assist you if there is outstanding information that you need to gather before final submission.
- Due to the extremely high volumes of submissions that are done by users just prior to the submission date the system may become slow. It is therefore advisable for users to complete and submit their compliance report(s) well in advance of the applicable submission date.

C. FINANCIAL STATEMENTS

1. Introduction

- The Financial Statements online submission may only be submitted by registered users i.e. approved compliance officers and / or approved key individuals for a specific FSP.
- This means that the auditor or secretary of an FSP will not be able to log onto the system and submit your financial statements on your behalf.
- This has been done for confidentiality reasons as there is sensitive information about your FSP that is contained on the online programme.

2. Financial statements submission constraints

- Note the Financial Statements may only be submitted after the financial year end of the FSP
- Note that the financial statements must be submitted by the submission date which is FOUR MONTHS after the financial year end of the FSP. E.g. if the financial year end of the FSP is 28 February then the financial statements must be submitted by 30 June at the very latest.
- Penalties may be imposed, or regulatory action may be taken, for the non-submission of Financial Statements.

3. Logging onto the FAIS online system

- Follow the steps under the Registration process and once you reach **screen A** below enter your ID number and password
- Click on the “Logon” button, where after you will be directed to **screen B**
- Select “Financial Statements” from the list of options
- Enter the year you wish to submit the financial statements for and click on the “submit” button.

SCREEN A :**FAIS Online Reporting System****Please Logon**

The login screen features a large, faint background watermark of a stylized sun or fan. It contains two input fields labeled 'ID Number' and 'Password' in blue boxes. Below these fields are three buttons: 'Logon', 'Register', and 'Forgot Password', all in blue boxes.

SCREEN B :

- ☐ Compliance Reports
- ☐ Query FSP Detail
- ☒ **Financial Statements**
- ☐ Extension Request for Financial statements
- ☐ Update Contact Details
- ☐ Profile Changes
- ☐ Debarment
- ☐ Request Representative Register
- ☐ Assets under Management (As at 30 June)

Year:

4. Capturing the financial statements

- After clicking on the “submit” button referred to above, the user will be directed to the following screen:

Financial Statements

FSP Nr: Name: Year:

Please note that once you have completed the figures below and attached a copy of your financial statements that you must ensure that you select to submit the financial statements to the FSB.

The financial statements will only be submitted to the FSB once you have clicked on the "Submit the Returns" button below.

[Attachments](#)
[Save Changes](#)
[Submit the Returns](#)
[<< Back to Selections](#)
[Logout](#)

Please note that totals will only be calculated when the page was saved.

INCOME STATEMENT	
Description	Total
INCOME	0.00
Fee income	0.00
Comission income	0.00
Investment income	0.00
Interest income	0.00
Gains on disposal of assets	0.00
Other income	0.00
Total income	0.00
Less	0.00
Cost of Sales	0.00
EXPENDITURE	0.00
Operating expenses	0.00
Other expenses	0.00
Operating profit	0.00
Finance costs	0.00
Profit / (Loss) before tax	0.00
Taxation	0.00
Profit / (Loss) after tax	0.00

- The user should proceed to fill in all the amounts as they appear on the income statement and balance sheet on the FSPs financial statements.
- Once all amounts have been completed / captured the user must click on the “save changes” button which can be found at either the top or the bottom of the screen.
- After saving your work you must attach a copy of your financial statements as all electronic submissions must have a hard copy of the financials statement attached for verification purposes.

- If the user doesn't attach the financial statements the FAIS online reporting system will not allow the user to submit the financial statements i.e. it is mandatory to attach a signed hard copy of the financial statements

Note: *Users should please ensure that*

- *The Financial Statements are **signed** before they scan them in and save them on their computer. If the financial statements are not signed they will be regarded as a draft copy and will be not accepted and the financial statements would therefore be regarded as outstanding.*
- *All relevant reports are also included in the scanned copy of the financials e.g. the report of your independent auditor or accounting officer, Annexure A (where applicable)*

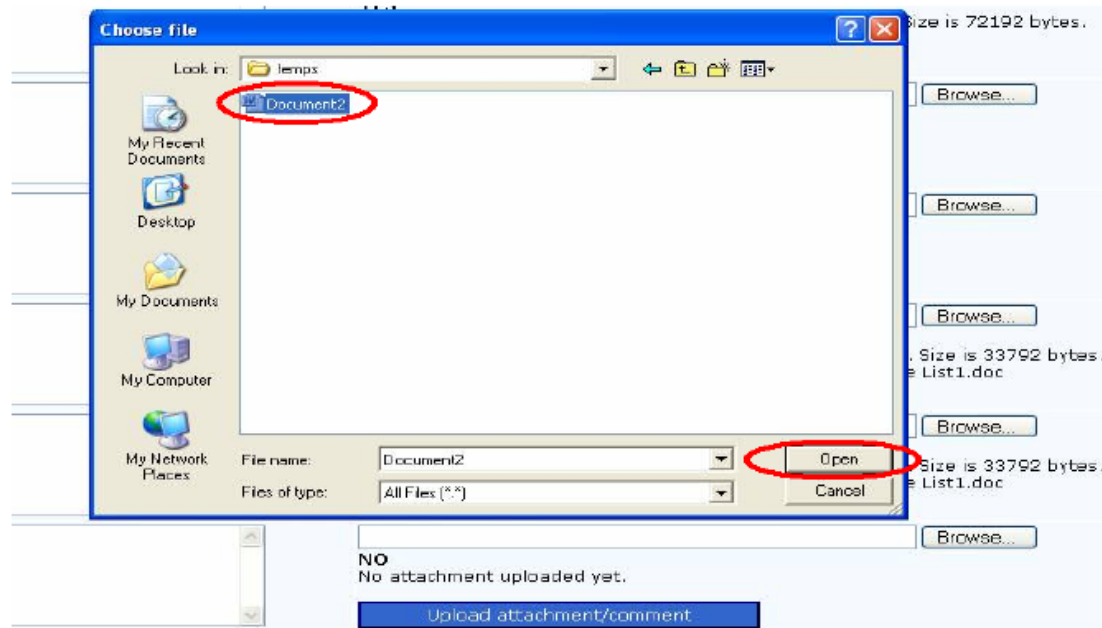
5. Attaching a copy of the financial statements

- A signed copy of the Financial Statements must be scanned and saved on the user's computer.
- The user must name the file in such a way that they will be able to find it easily when searched for.
- To upload the financial statements click on the “Attachments” button and the user will be directed to the screen below:

Question Nr	Annexure Nr	Attachment
1. 5. 2	1	Browse... Upload attachment/comment

- Click on the “Browse” button and it will open up a dialogue box on your computer (see **screen A** below),
- Search for the financial statements in the folder that you saved them in on your computer.
- Single click on the file (the annexure that you saved) and then click on the “open” button.
- The annexure will appear in the long white block on the right hand side of the “Browse” (see **screen B** below)
- Click on “Upload attachment / comment” and once the attachment is uploaded the system will display a message stating “YES” Received attachment successfully (see **screen C** below)

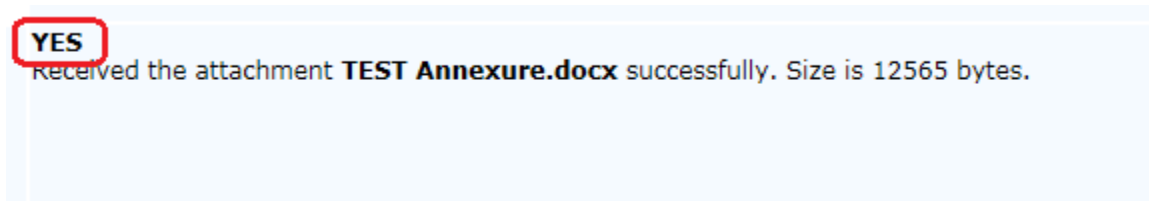
SCREEN A :



SCREEN B :

Question Nr	Annexure Nr	Attachment
1. 5. 2	1	\\DC-PT-FILE-01\User Data-01 Browse... Upload attachment/comment

SCREEN C :



6. Submitting the financial statements

- After attaching a signed copy of the financial statements you are now ready to submit them to the FSB
- The user must click on the “Back to Financial Statements” button at the top of the screen

Financial Statement:Attachments

FSP Nr: Name: Year:

Once you have uploaded your attachments please ensure that you click on the “Back to Financial Statement” button and then click on the “submit” button.

The Financial Statement report is only submitted to the FAIS Department once the report is submitted.

[<< Back to Financial Statement](#) [Logout](#)

- The user must then click on the “submit the returns” button in order for the financial statements to be submitted electronically to the FSB.

FSP Nr: Name: Year:

Please note that once you have completed the figures below and attached a copy of your financial statements that you must ensure that you select to submit the financial statements to the FSB.

The financial statements will only be submitted to the FSB once you have clicked on the “Submit the Returns” button below.

[Attachments](#) [Save Changes](#) [Submit the Returns](#) [Back to Selections](#) [Logout](#)

Note: Users can log in and out of the system as often as they like, the financial statements will only be submitted to the FAIS Department once the user clicks on the “submit the returns” button.

If the user does not click on the “submit the returns” button the financial statements will not be submitted to the FAIS Department.

D. APPLYING FOR AN EXTENSION TO SUBMIT FINANCIAL STATEMENTS

- Logon to the FAIS online reporting system and select the option that says “Extension Request for Financial Statements” (see screen below).
- Complete the year (e.g. 2015) that you are applying for an extension for
- Click on the “submit” button.



☐ Compliance Reports

☐ Query FSP Detail

☐ Financial Statements

☒ Extension Request for Financial statements

☐ Update Contact Details

☐ Profile Changes

☐ Debarment

☐ Request Representative Register

☐ Assets under Management (As at 30 June)

Year:

- After clicking on “submit” you will be directed to the screen below
- Complete the first block by filling in the date until which the extension is required
- Enter the reason as to why you are requesting an extension
- Complete your name
- Click on the “Attachments” button to proceed to upload your proof of payment of R550.00 (the fee that is payable for an extension request).
- If you require guidance on how to attach the proof of payment then please refer to the process under point 5 above (attaching your financial statements)
- After you have filled in all required information and attached the proof of payment, click on “Submit” and the request will be submitted to the FAIS Supervision Department for consideration

- Once your request is received it will be assessed by an analyst and their manager and a decision will be taken (based upon various criteria) as to whether the extension is granted or declined.
- A letter will be sent to the FSP informing them if the extension has been granted or declined.

Extensions Request

FSP Nr: Name:

Kindly note that you will need to upload your proof payment to the extensions request prior to submission.
The extension request will be assessed by the analyst and manager and you will be notified of their decision in due course

Apply for Extension Until:	00/00/0000
Reason:	
Name of Applicant:	

[Attachments](#) [Submit](#) [<< Back to Selections](#) [Logout](#)

Note:

- Extension requests must be submitted a minimum of 14 days prior to the last day for submission of the FSPs financial statements.
- If the FSP in question has any outstanding financial statements or compliance reports the FAIS online system will not allow the user to apply for an extension.

E. SECTION 17 IRREGULARITY REPORT

(Note: Only applicable to approved compliance officers)

- Log on to the FAIS online reporting system and select the option that says “Irregularity Report” (see below) and click on “Submit”



☐ Compliance Reports

☐ Query FSP Detail

☐ Financial Statements

☐ Extension Request for Financial statements

☐ Update Contact Details

☐ Profile Changes

☒ Irregularity Report

☐ Debarment

☐ Request Representative Register

☐ Assets under Management (As at 30 June)

Date: 08/10/2015

- After clicking on submit you will be directed to **screen A** below, some of the fields will be already be pre-populated (Compliance officer name, ID number, etc.)
- Once you have completed all the required fields the user must proceed to attach the signature page before submitting the report.
- Click on “Download Document for Signature” at the top of the report, the signature page will open up in a PDF format which you will have to print out and sign, scan and save on your computer together with any supporting documents that are relevant to the submission.
- Once you have saved this click on “Upload Documents” at the bottom of the screen, then click on “Browse” and select your document.
- Once you have uploaded your attachment you can click on the “Submit” button

Note. The program will only allow you to attach one document, so if you have other supporting documents that you wish to attach, it is suggested that you scan it together with the signature page and save it as one document.

SCREEN A :

Please complete the Work telno

[Download Document for Signature](#)

CAPTURE MATERIAL IRREGULARITY REPORT

SECTION A - COMPLIANCE OFFICER DETAILS

Compliance Officer name	
ID Number	
Practice number	
FSP number	
FSP name	
Work phone no	
Cell phone no	
Email address	

SECTION B - IRREGULARITY CATEGORY

Please select the type of report :

☐ IMMEDIATE

☐ DELAYED

Licence ☐

Product ☐

Finance / Capital ☐

Litigation / Disciplinary ☐

Custody of funds ☐

Other ☐

SECTION C - DETAILS AND NATURE OF IRREGULARITY

Date of Discovery	(DD/MM/YYYY)
Date of Occurrence	(DD/MM/YYYY)
Details of irregularity	1000 characters remaining
Has the matter referred to above been resolved by the FSP?	No
Have the KIs been advised of this irregularity report?	No

Please attach additional information to this submission as required using the button below

[Upload Documents](#)

Please complete the Work telno

[Submit](#) [Back](#) [Log Out](#)

If you have any enquiries please contact the FSB call centre - 0800 110 443

F. OBTAINING AN EXCEL DOFA REPORT (FSP specific)

- The user needs to log onto the FAIS online reporting system and select “Query FSP Detail” and click on “submit”
- The user will be directed to **screen A** below which will display the Basic Detail of the FSP.
- **NOTE:** If any of the details displayed on this screen are incorrect, please send an e-mail to faispfc@fsb.co.za with the correct details in order for the details be amended.
- Click on “Date First Appointment” button which can be located on the right hand side of the screen (see **screen A** below)
- After clicking on the button an excel report will be generated by the system with the DOFA and Regulatory Examination related information for the Key individuals and representatives of the specific FSP

SCREEN A :

Basic Details	
Trade Name	
Legal Capacity	
Registration Nr	
Type of Company	
Responsible Analyst at FAIS	

Banking Details	
Year End	
Bank	
Branch Code	
Account Nr	
Sep Acc Bank	
Sep Acc Branch	
Sep Acc Nr	
Medical Aid Nr	

Business Details	
Physical Address	
Postal Address	
Phone	
Fax	
eMail	

Other General Information	
Auditor Required	
Compliance Officer Required	
Section 13B of Pensions Act Approval	
Direct Marketer	
CMS Registration Nr	
IGF Nr	

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[Contact Details](#)
[Auditors](#)
[Financial Statements](#)
[Compliance Reports](#)
[Exemptions](#)
[Persons](#)
[Products](#)
[Date First Appointed](#)
[Compliance Officers](#)
[Clearing](#)
[Profile Changes](#)
[Irregularity Reports](#)
[Handover Reports](#)
[Conditions](#)

G. VERIFICATION OF RE EXAMS

This function has been built in to show FSP's how they can pro-actively check the status of their key individuals and/or representatives in relation to the regulatory examinations. This will assist FSPs to identify which key individuals and/or representatives have written the regulatory examinations, and which key individuals / representatives have not yet written the regulatory examinations.

The process is exactly the same as set out in section "F" above.

Below is an example of the spread sheet that will be generated.

Disclaimer : "Information on registrations change on a constant basis as such there can be a lag time in information submitted to the FSB. Any queries on the the spreadsheet must be submitted in writing to

FINANCIAL SERVICES					
DATE	18/02/2016				
FSP 0 : TEST DOFA REPORT					
ID NO	NAME	DOFA	Key Individaul Examination	Representative Examination	Comment
1234567891234	Test Name	Rep : 16/03/2006	RE1 : Passed	RE5 : Passed	
1234567891234	Test Name	KI : 30/09/2004 Rep : 30/09/2004	RE1 : Passed	RE5 : Passed	
1234567891234	Test Name	Rep : 02/08/2005		RE5 : Passed	
1234567891234	Test Name	Rep : 30/09/2004	RE1 : Passed	RE5 : Passed	
1234567891234	Test Name	Rep : 16/08/2005		RE5 : Passed	
1234567891234	Test Name	Rep : 30/09/2004		RE5 : Passed	Specific first level RE exemption expired : 31/12/2013
1234567891234	Test Name	Rep : 01/11/2007		RE5 : Passed	
1234567891234	Test Name	KI : 30/09/2004 Rep : 30/09/2004	RE1 : Passed	RE5 : Passed	
1234567891234	Test Name	Rep : 04/10/2010		RE5 : Passed	
1234567891234	Test Name	Rep : 03/10/2006	RE1 : Passed	RE5 : Passed	
1234567891234	Test Name	Rep : 01/11/2014		RE5 : Product Exemption (Services under supervision) : Should pass by 30/06/2017	
1234567891234	Test Name	Rep : 01/06/2014		RE5 : Product Exemption (Subcategory 1.1 and/or 1.19)	

Please note that with the very large FSPs (those with thousands of representatives), the users may experience problems with generating the excel spread sheet as the reports can in some instances take a number of hours to run and for the excel spread sheet to be generated. Some users have indicated that the report does not generate as their internet session times out.

If you experience this problem, an e-mail may sent by the compliance officer / key individual to Fais.dofa@fsb.co.za and the team which deal with the DOFA enquiries will run the report and e-mail through a copy to the requester.

H. CHANGING YOUR PASSWORD

- Users can change the original password generated by the FSB system when they registered to something else which is easily remembered by the user.
- To change a password the user should logon with the password that was generated by the FSB system.
- Once they have successfully logged on, click on the “Change Password” option (**screen A**)
- The user will then be directed to **screen B**, where they are required to enter the original password that was generated as well as their new password.
- Re-enter the new password to confirm and click on the “submit” button.

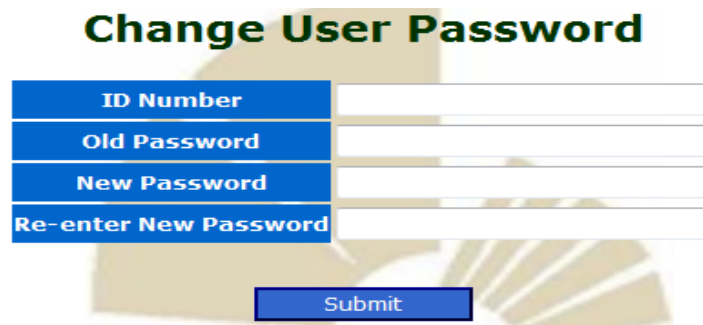
SCREEN A :



☒ Compliance Reports
☐ Query FSP Detail
☐ Financial Statements
☐ Extension Request for Statutory Returns

Year:

SCREEN B :



Change User Password

ID Number	
Old Password	
New Password	
Re-enter New Password	

I. MAINTAINING THE REPRESENTATIVE REGISTER OF AN FSP

This functionality has been included to allow FSPs and / or Compliance Officers to make changes to their representative register.

The following changes can be made:

- Addition of a representative;
- Removal of a representative; and
- Modifying the details of an existing representative.

Note: The system will block an FSP **without** an approved compliance officer from appointing representatives, as the FAIS legislation requires that an FSP have an approved compliance officer if they have representatives under their license.

The following steps should be followed:

- The user needs to log onto the FAIS online reporting system and select “Maintain representative register” and click on “submit”



- The user will be directed to the screen below which will list any changes that have not yet submitted to the FAIS Department (if any).
- The user can click on the “cancel” button on the right hand side of the screen to remove the profile change from the list
- Click on the “add new” button to add a new change to the representative register

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee	Buttons
Add Representative	00/00/0000	1234567890123	TEST	0.00	Capture Cancel
FEE TOTAL					

- The user will be prompted to select what change they wish to make from the drop down menu

Please select the type of change from the drop down menu

Type Of Change	▼
ID Number	
ID Type	▼

Message from webpage

Please select the type of change from the drop down menu

- Select the change you wish to make, capture the ID number of the representative, select their identification type and click on the “create” button

Please select the type of change from the drop down menu

Type Of Change	Add Representative ▼
ID Number	1234567891234
ID Type	SA ID Number ▼

Please note that the system only caters for and validates representatives with a valid 13 digit South African ID number or South African passport number.

Foreign representatives should please be added by way of a manual submission by submitting a completed Form FSP 5 to Faispfc@fsb.co.za

Create Cancel

- The user will be brought back to the screen below which lists any amendments to the representative register which have not yet been submitted to the FAIS Registration Department.
- Click on the “capture” button

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee		
Add Representative	00/00/0000	1234567890123	T TEST	0.00	Capture	Cancel
FEE TOTAL						

Validate Add New Back to Selections Logout

- The user should then proceed to capture the information that is relevant to the type of change being requested (addition of a representative, removal of a representative, updating details of a representative).

- Multiple changes can be captured for submission together as one profile change. Each change will be added to the list of changes which have not yet been submitted by the user.
- Once all changes have been captured click on the “validate” button

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee		
Add Representative	00/00/0000	1234567890123	T TEST	0.00	Capture	Cancel
				FEE TOTAL		

Validate
Add New
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Logout

- If there are any validation errors (problems with the information captured) these will be listed on the screen and the errors will need to be corrected by the user before they can submit the changes to the FAIS Division.
- Once all validation errors have been corrected the “submit” button will be visible
- Click on the “submit” button to send the changes through to the FAIS Division
- The changes to the representative register are fully automated and confirmation of the change(s) will be e-mailed to both the user who submitted the change as well the contact person for the FSP.

Any queries can be sent to Faispfc@fsb.co.za

J. SUBMITTING AN AMENDMENT TO A LICENSE (“PROFILE CHANGE”)

1. Types of profile changes that can be submitted online

The following types of amendments to a FAIS license (more commonly referred to as “profile changes”) can be submitted by way of the FAIS online reporting system:

Type of Profile Change	Description
Add/Modify FSP management	Add / remove directors, shareholders, trustees and members.
Application for additional approval of Category IV	Application for the additional approval as a Category IV FSP
Application for approval of a new Auditor of FSP	Application for the approval of a new auditor
Application for approval of a new Key Individual	Application for the approval of a new Key Individual
Application for approval of additional financial products	Application for approval in additional subcategories (where the FSP is already approved for that category of license)
Application for change of FSP name / trading name	Change the FSP’s registered or trading name.
Application for phase II approval of new Compliance Officer	Application for the approval of a new compliance officer of the FSP (the compliance officer should already have phase I approval).
Application for additional approval of Category I	Application for the additional approval as a Category I FSP.
Application for additional approval of Category II	Application for the additional approval as a Category II FSP
Application for additional approval of Category IIA	Application for the additional approval as a Category IIA FSP
Remove financial products from license	Remove existing category and/or sub-categories from the licence
Resignation of Auditor	Removal of an auditor from the profile of an FSP.
Resignation of Compliance Officer	Removal of a compliance officer from the profile of an FSP.
Update FSP details	Update the FSP’s contact, banking and other general information.
Update Key Individual details only	Update the key individual’s personal, product and qualification information.

2. Capturing of a new profile change request

Due to the number of different types of profile changes that can be submitted, we have included a basic explanation as to how the profile changes system works i.e. this guide does not provide a detailed explanation for each and every type of profile change listed above:

- Log on to the FAIS online reporting system and select the option that says “Profile changes” (see below) and click on “Submit”



☐ Compliance Reports
☐ Query FSP Detail
☐ Financial Statements
☐ Extension Request for Financial statements
☐ Update Contact Details
☒ Profile Changes
☐ Handover Report
☐ Irregularity Report
☐ Debarment
☐ Request Representative Register
☐ Search ID for Date of first appointment
☐ Maintain Representative Register

[Submit](#) [Change Password](#) [Logout](#)

- After clicking on submit the user is directed to the screen below, on this screen you will be able to view any online profile changes not yet submitted to the FAIS Division.

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee			
Application for change of FSP name / trading name	00/00/0000			700.00	Capture	Cancel	Attachments
Application for the additional approval of Category III	00/00/0000			33580.80	Capture	Cancel	Attachments
FEE TOTAL				34280.80			

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- The user should click on the “add new” button to start capturing a new profile change
- After clicking on “Add New” the user is directed to the following screen where they can click on the drop down menu and select the type of profile change they would like to submit (refer to the list above)

Please select the type of change from the drop down menu

Type Of Change	ID Number	ID Type
Add / Modify FSP management		
Application for additional approval of Category IV		
Application for approval of a new Auditor of FSP		
Application for approval of a new Key Individual		
Application for approval of additional financial products		
Application for change of FSP name / trading name		
Application for phase II approval of new Compliance Officer		
Application for the additional approval of Category I		
Application for the additional approval of Category II		
Application for the additional approval of Category III		
Cancel / Remove persons		
Remove financial products from license		
Resignation of Auditor		
Resignation of Compliance Officer		
Update FSP details		
Update Key Individual details only		

- The user should then proceed to capture all information that is relevant to the type of profile change that was selected.
- A user can capture multiple profile changes for the FSP and submit them all together (it is not necessary to capture and submit changes separately).

3. Uploading of mandatory attachments

- There are certain mandatory attachments for the different types of profile changes. The user needs to upload the attachments by clicking on the “attachments” button to the right of the screen

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee	Capture	Cancel	Attachments
Application for change of FSP name / trading name	00/00/0000			700.00	Capture	Cancel	Attachments
Application for the additional approval of Category III	00/00/0000			33580.80	Capture	Cancel	Attachments
FEE TOTAL				34280.80			

Validate
Add New
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- The user is directed to a screen where all the mandatory attachments are listed and where the attachments can be uploaded.

Nr	Comment	Attachment
1	Proof of Payment	NO No attachment uploaded yet. Upload attachment/comment Browse...
2	Letter requesting name change	NO No attachment uploaded yet. Upload attachment/comment Browse...
3	CIPC documents	NO No attachment uploaded yet. Upload attachment/comment Browse...
4	Extra attachment	NO No attachment uploaded yet. Upload attachment/comment Browse...
5	Extra attachment	NO No attachment uploaded yet. Upload attachment/comment Browse...

- The same process for the uploading of attachments for the compliance reports and financial statements (see section B4 and C5 above) should be followed.
- Certain profile changes have a fee which is payable for the changes and these specific profile changes will have the proof of payment as one of the mandatory attachments that need to be uploaded.
- There is a fee calculator included which confirms the amount payable for all captured profile changes for submission

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee			
Application for change of FSP name / trading name	00/00/0000			700.00	Capture	Cancel	Attachments
Application for the additional approval of Category III	00/00/0000			33580.80	Capture	Cancel	Attachments
FEE TOTAL				34280.80			

Validate

Add New

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Logout

4. Validating the profile change

- Once all the profile changes have been captured and all attachments uploaded the user is required to validate the profile change request by clicking on the “validate” button.

Type Of Profile Change	Date Captured	ID Number	Person Name	Service Fee			
Application for change of FSP name / trading name	00/00/0000			700.00	Capture	Cancel	Attachments
Application for the additional approval of Category III	00/00/0000			33580.80	Capture	Cancel	Attachments
				FEE TOTAL			
				34280.80			

Validate
Add New
Back to Selections

Logout

- A list of all validation errors will appear
- The user will need to correct all these errors before they can submit the report
- As soon as all the errors have been corrected the “submit” button will appear on the validation page and the user needs to click on the “submit” button to submit the profile change to the FAIS Registration Department

Below please find a list of all validation errors to be corrected in order for you to be able to submit your request to the FAIS Department.

Once all errors are corrected the “Submit” button will be visible.

Type Of Profile Change	ID number	Error message
Application for change of FSP name / trading name		All mandatory Attachments not uploaded : Proof of Payment
Application for change of FSP name / trading name		All mandatory Attachments not uploaded : Letter requesting name change
Application for change of FSP name / trading name		All mandatory Attachments not uploaded : CIPC documents
Application for the additional approval of Category III		All mandatory Attachments not uploaded : Proof of payment
Application for the additional approval of Category III		All mandatory Attachments not uploaded : Signed Indemnity form

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- As soon as the profile change has been submitted, a confirmation letter will be e-mailed to both the user who submitted the change as well as the contact person for the FSP. The confirmation letter will include the case number allocated to the profile change.

Any queries can be sent to Faispfc@fsb.co.za