



FREQUENTLY ASKED QUESTIONS

1. *I have entered the website address but the page failed to load.*

E-Fund Management System (“EFMS”) **is best viewed** using Mozilla Firefox or Google Chrome browser, please try either one of these browser if your current browser faces this issue. Further you may try clearing the cache, close/exit the browser and re-open it.

2. *I have entered the given username and password but was told that they were incorrect when trying to login.*

Kindly be reminded that you are given maximum of 3 trials. After 3 times of failed login, your access will be locked. In the event of failed login due to “Wrong Authentication”, you may either contact the EFMS admin or click on “Forgot Password” button. If you click on “Forgot Password”, you will be asked to fill in your provided username and email address that was registered in the EFMS.

If your failed login is due to “Account Not Active” you are required to email the EFMS Admin, providing the full name of licensee using the either the same email address provided when applying for the license from MCMC and/or email address added as contact person in EFMS.

Please note that the email address to be provided should always be the same to at least one of email addresses in the EFMS to avoid any abuse of access information.

3. *I am a newly registered licensee with MCMC but I have yet to receive the access to the system.*

Kindly email the EFMS Admin, providing the full name of licensee using the same email address provided when applying for the license from MCMC.

4. *My login into EFMS is successful, so how should I submit the RONR?*

Prior to creating RONR, you must first update the information in the licensee profile, kindly refer to the EFMS manual item 1.5 for guidelines. Once they are updated, this will determine the information required to be filled in the RONR form.

As for creating RONR, kindly to EFMS manual item 1.6 for guidelines of using EFMS for online submission as well as the "RONR guide" on how to fill the RONR form.

5. *What is the difference between Calendar Year and USP Year?*

Calendar year refers to the period of 1 January to 31 December of which an RONR form is prepared for, meanwhile the USP Year refers to the year whereby submission of RONR is required to be made and Contribution to the USP Fund is made liable, if any. Hence the USP Year is the subsequent year to the Calendar Year of any particular RONR.

6. *Do I have to submit the RONR both virtually and physically?*

Yes, this requirement persists until told otherwise. Kindly use the RONR created in the EFMS (which carries the reference number) for physical submission to Fund Management and Collection Department ("FMCD") along with other required RONR documents.

7. *Why there's a prompt stating that "Please make sure amount in Audited Revenue equal to RONR Grand Total amount" when I clicked the "submit" button.*

This happens due to licensee profile has yet to be updated, especially information about financial year end, hence information required was not reflective accordingly.

Please be reminded that Grand Total Amount should equals to Audited Revenue if financial year ends on 31 December or equals to Unaudited Revenue if financial year ends on other than 31 December. As such, please ensure the information in licensee profile is always correct and updated prior to creating RONR for its submission.

8. *How do I know if my submission has been received by FMCD?*

You may check via EFMS (Submission of RONR -> RONR List -> RONR Status), if the documents have been received by FMCD, the status will change from "Submitted" to "Registered", kindly update the contact information so that our officer will be able to get in touch with the right person(s) when verifying the submission made.

9. *I have submitted the online RONR via EFMS, do I need to submit it again physically to FMCD?*

Yes, you need to print the online submitted form from EFMS (that has a reference number), have it certified by external auditor and submit it together with other required documents for the submission of RONR. Kindly refer to the document checklist.

Should you face the same issue even after the advised/necessary steps has been taken, kindly contact the EFMS admin for further assistance.