

Financing Origination System: e-Solicitor Guide

Must have items to get started:

1. Online Solicitor Starter Kit.

Please download at the following link:

https://drive.google.com/folderview?id=0B_nscKRf93OEq0xpUkIETWphTkk&usp=sharing

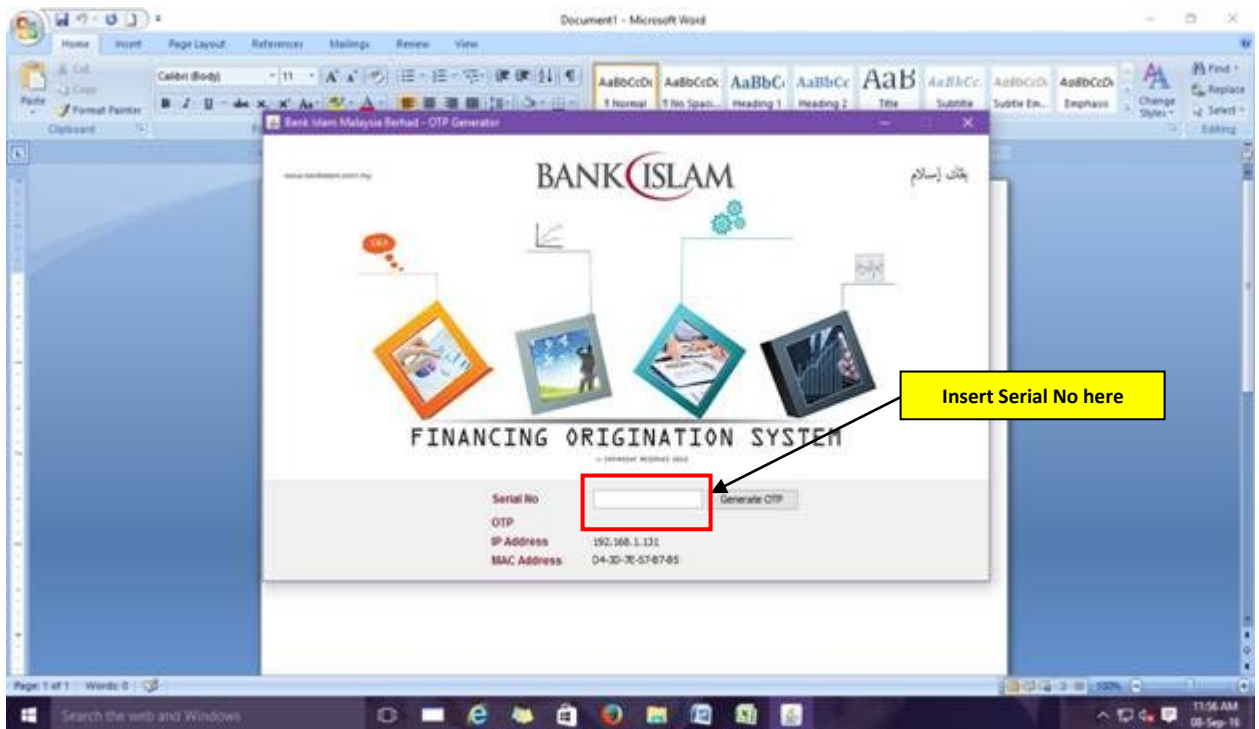
Content of Starter Kit:

- (i) FOS Online Solicitor-Getting Started
- (ii) FAQ FOS Online Solicitor
- (iii) Guideline for Online Solicitor
- (iv) OTP Generator Installation Guide V1.0
- (v) OTP Generator V1.1

2. ID & Password (from our IT Dept)

Steps in using our FOS:

1. Kindly determine the correct PC registered with us. Only PC registered can have access to our system & each PC has different ID & password. (as per your ID request form forwarded to us)
2. Please read our Online Solicitor Guideline V1.2 & OTP Generator Installation Guide V1.0 (please download from the above link)
3. Install OTP Generator V1.1 (please download from the above link)
4. Please read our FAQ FOS Online Solicitor
5. Please turn off the “pop-up blocker” on your web browser (please use Internet Explorer (IE)).
6. (i) Go to the following URL :
FOS log-in page: <https://bfidecs.bankislam.com.my/e-conveyancing/login.view> (log-in page)
(ii) Open OTP Generator
(ii) Key in the “Serial No” stated in the “log-in page” to the OTP Generator screen & generates OTP



(iii) Insert ID & Password given together with the generated OTP number in the log-in page & try to log-in

- (iv) If you have any problem to log in, please refer “**Unsuccessful Login / Error message**” guide below or if the same still cannot be fixed, please email to CAD.PreDisb@bankislam.com.my.
7. Once successful, to change your password accordingly. Your new password must be a combination of alphabets (uppercase & lowercase), number(s), and special character(s)-
Password length must be between 6-15

A-Z (Uppercase & Lowercase)
1-9
!@#\$%^&*()_+{}?/<>\[]~

Example : Roy@1257

8. You know that your change password is successful when the system brings you to the log in page again.
9. To retry log-in with new password. (please ensure to generate new OTP number)
10. Email to notify us on the successfulness of your log-in to CAD.PreDisb@bankislam.com.my
11. Congratulations! You may start using our system!!
12. To accept new case & upload documents, please refer our “*Guideline for Online Solicitor V1.2*” provided in the above link.
13. (i) Email to notify us on the documents forwarded for vetting. Please adopt below standard email template:

From: Peguam lawyer [mailto:peguam_ksa@yahoo.com]

Sent: 25 October, 2015 10:13 AM

To: CAD.HFA-Vetting@bankislam.com.my <<< EMAIL TO

Subject: FOS BFIDECS HF1503400283-MOHD BUKAHRI BIN AHMAD <<< FOS BFIDECS <HF ref> - <CUSTOMER NAME>

Assalamualaikum & Salam Sejahtera,

Dear Bank Islam,

Please be informed that we have uploaded documents for your vetting and the case has been routed to “ Draft Sent to Bank”.

Your urgent attention on this matter is greatly appreciated.

Thank you.

(ii) If you have uploaded the documents but unable to route to “Draft Sent to Bank”, please email us as follows:

From: Peguam lawyer [mailto:peguam_ksa@yahoo.com]
Sent: 25 October, 2015 10:13 AM
To: CAD.HFA-Vetting@bankislam.com.my <<< EMAIL TO
Subject: FOS BFIDECS: DRAFT UPLOADED ROUTING FAILED HF1503400283-MOHD BUKAHRI BIN AHMAD <<< FOS BFIDECS : DRAFT UPLOADED ROUTING FAILED <HF ref> - <CUSTOMER NAME>

Assalamualaikum & Salam Sejahtera,

Dear Bank Islam,

Please be informed that we have uploaded documents for your vetting but unable to route the case to “ Draft Sent to Bank”. Your urgent assistance and attention to this matter is greatly appreciated.

Thank you.

14. Our vetting team will email to notify the Person in charge (PIC) for your case. Please follow up with the vetting team if you do not receive any notification email within two days of your email. For any inquiries, please contact the team accordingly:

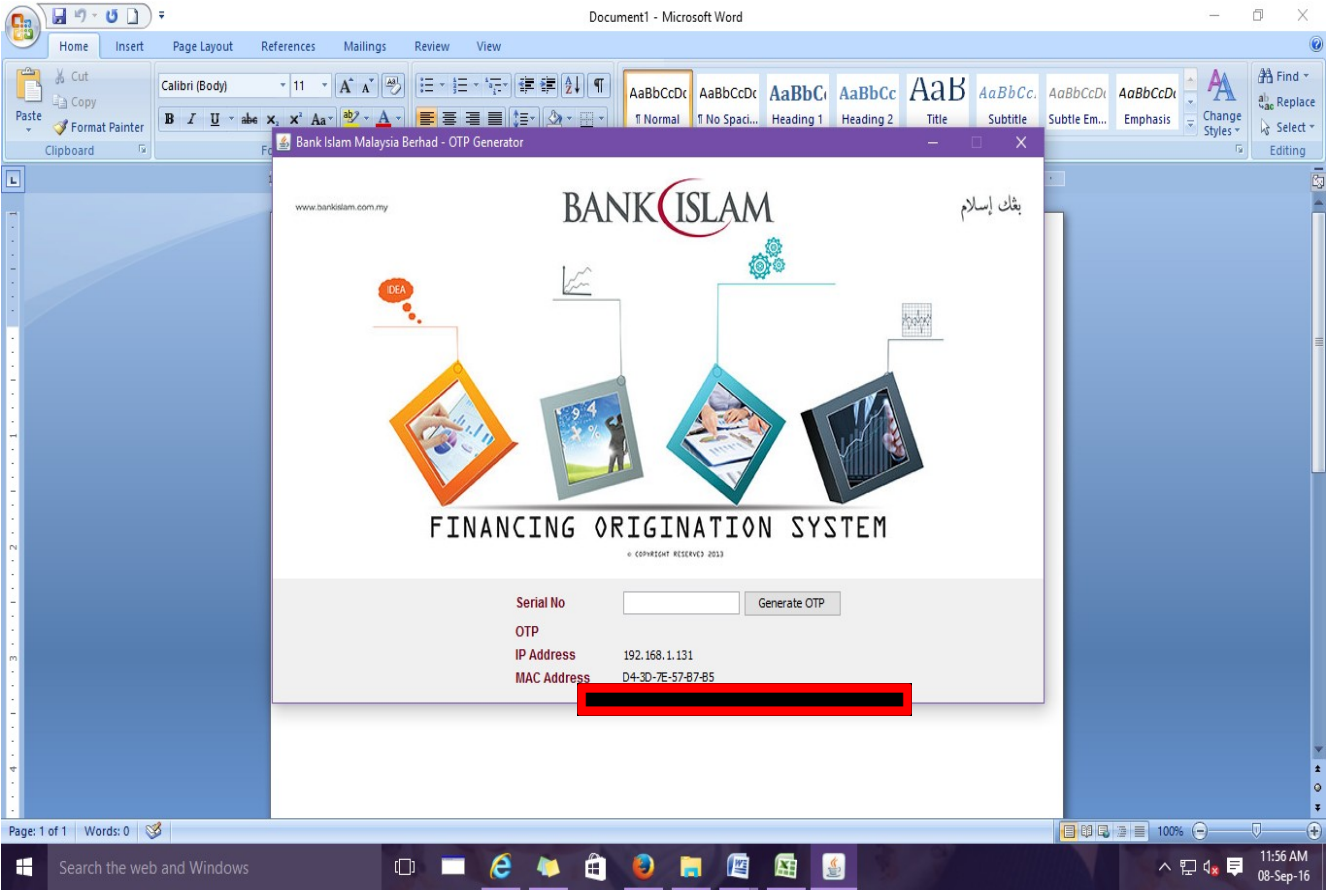
No	Name	Email	Tel No
1	Ahmad Munauwar – Unit Head	amunauwar@bankislam.com.my	03-2782 1044
2	Rokiah Mohamed	rokiah@bankislam.com.my	03-2688 2641
3	Chew Wan Ling	wlchew@bankislam.com.my	03-2782 1039
4	Mastura binti Mohamed @ Md Semaal	masturams@bankislam.com.my	03-2782 1047
5	Siti Salina binti Yahaya	ssalina@bankislam.com.my	03-2688 1039
6	Mohd Eizad Abdul Manaf	meizad@bankislam.com.my	03-2782 1043
7	Mohamad Shazwan Abdullah	mshazwan@bankislam.com.my	03-2782 1043
8	Mohd Shazmir bin Shahrudin	mshazmir@bankislam.com.my	03-2782 1047
9	Indra Farid bin Mohamad	ifarid@bankislam.com.my	03-2782 1045
10	Safura Abdullah	Safura@bankislam.com.my	03-2688 2692

15. The PIC would vet your documents and upload their comments in FOS. Please refer "CAD Comment" in "Doc Upload Download" tab within 2 days of your email to the Vetting team.
16. Solicitor to make necessary amendment in the documents as per commented by PIC, thereafter to get customer to execute the documents.
17. Once all documents ready to be sent out to bank for execution, enter our system again , attend to the necessary as per our guideline before routing the case to "Doc sent to Bank for Execution".
18. Forward/Courier physical documents for Bank's PA execution.
19. Please ensure all necessary movements of your cases are done as per our guideline.

IMPORTANT NOTE:

- (1) You are to start using our system immediately once log-in is successful. We would no longer accept any documents forwarded to us for execution without being first vetted through our system.*
- (2) For clarification or queries, please email to **CAD.PreDisb@bankislam.com.my** or call Dalila at 03-2688 2697/Haifaa/Rudy at 03-2782 1036*
- (3) In the event of any problem, please screenshot(Print Screen) the error message & email the same to us for our checking.*

Unsuccessful Login / Error message

No	Error Message	Steps to be taken / Troubleshooting
1	"Invalid ID, Username, or OTP"	<p>1. Ensure you log-in using the correct PC by opening the OTP generator screen and ensure the MAC address appeared matched with the MAC address stated in your ID request form to us. Please email to inform us if it differs and instruct us on the changes.</p> 

2. Please ensure to login within the "Serial No. Validity Timeout". To refresh screen and generate new OTP each time it expires

www.bankislam.com.my

BANK ISLAM بنك إسلام

IDEA

FINANCING ORIGATION SYSTEM

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Bank Islam e-Solicitor System

Login

User Name :

Password :

Serial No : ouCokY

OTP :

Search the web and Windows

11:55 AM
08-Sep-16

2	"Exceed retry limit. Please contact the Bank's Administrator"	<ol style="list-style-type: none"> 1. Email to CAD.PreDisb@bankislam.com.my to request for a reset password. 2. Please adopt the below standard email subject when emailing us on the matter. FOS ONLINE SOLICITOR: RESET PASWORD: <SOLICITOR'S FIRM NAME> Eg: FOS ONLINE SOLICITOR: RESET PASWORD: BETTY CHAN & CO 3. Kindly follow up with us if the email on reset password is not received from our IT within 24 hours of your email. Please follow up by continuing your previous email request to us.
3	" We are currently unable to process your request"	<p>If you have uploaded the draft documents but the message appears while trying to route case from "Work in Progress" to "Draft Sent to Bank", please continue to email to CAD.HFA-Vetting@bankislam.com.my as per below template email. This only happens on case to case basis, thus please try to route the case on your side before proceeding to email to us.</p> <div style="border: 1px solid black; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p>From: Peguam lawyer [mailto:peguam_ksa@yahoo.com] Sent: 25 October, 2015 10:13 AM To: CAD.HFA-Vetting@bankislam.com.my <<< EMAIL TO CC: CAD.PreDisb@bankislam.com.my << CC EMAIL TO</p> <p>Subject: FOS BFIDECS: DRAFT UPLOADED, ROUTING FAILED HF1503400283-MOHD BUKAHRI BIN AHMAD <<< FOS BFIDECS : DRAFT UPLOADED ROUTING FAILED <HF ref> - <CUSTOMER NAME></p> <p>Assalamualaikum & Salam Sejahtera,</p> <p>Dear Bank Islam,</p> <p>Please be informed that we have uploaded documents for your vetting but unable to route the case to “ Draft Sent to Bank”. Your urgent assistance and attention to this matter is greatly appreciated.</p> <p>Thank you.</p> </div>