BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA

Foreign Exchange Policy System

User Guide – Public Portal

Chapter 5: Enquiry Submission & Monitoring

Applicable to all Public Users

Updated on: 12 January 2026

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ENQUIRY SUBMISSION & MONITORING

5.1 SUBMISSION WITHOUT ACESSS TO FEP PORTAL

Public User (Applicant/Enquirer) can submit an enquiry via the BNM website. The FEP Portal is accessible for both existing registered user or new user. A new user has to perform a simple registration process by providing minimum user information to create a FEP account which will enable submission of enquiry and subsequent retrieval of the corresponding response from BNM via FEP Portal.

User can provide the details through an online form from the FEP Portal.

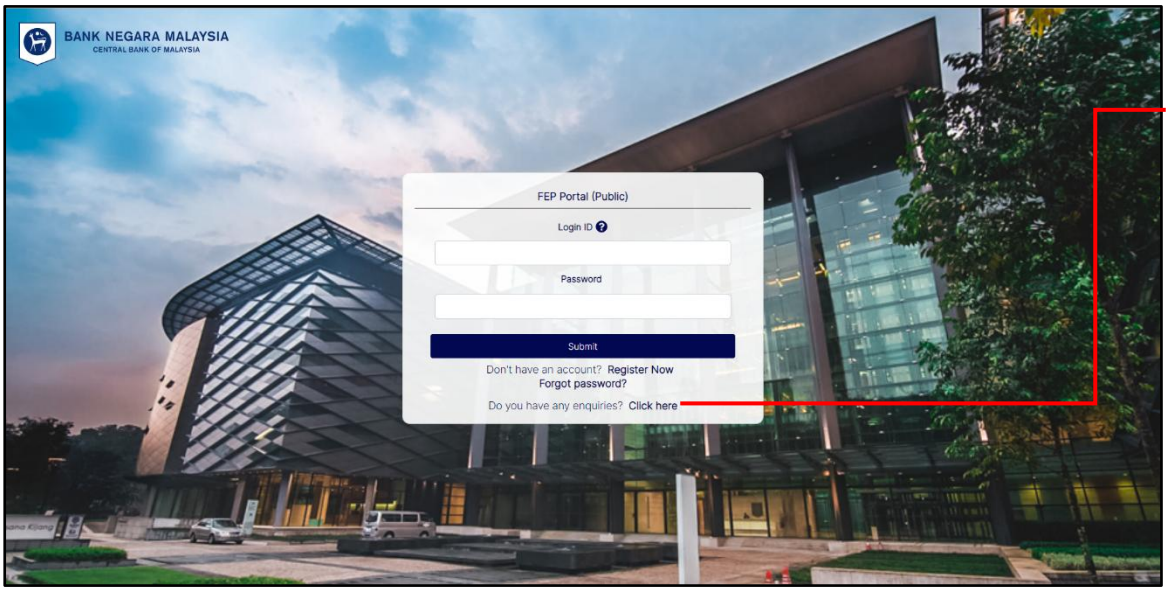


Figure 5.1 - 1 Enquiry Submission without Access to FEP Portal

After clicking on the link, the **Submit Enquiry** screen will be displayed. This screen comprises two main sections, namely **Account Information** and **Enquiry Information**. The Enquirer may proceed to key in the details of the enquiry.

5.1.1 ACCOUNT INFORMATION (NEW USER)

The structure and details of the enquiry form for a **New** user is as follows:

- Are you registered user? = **NO**

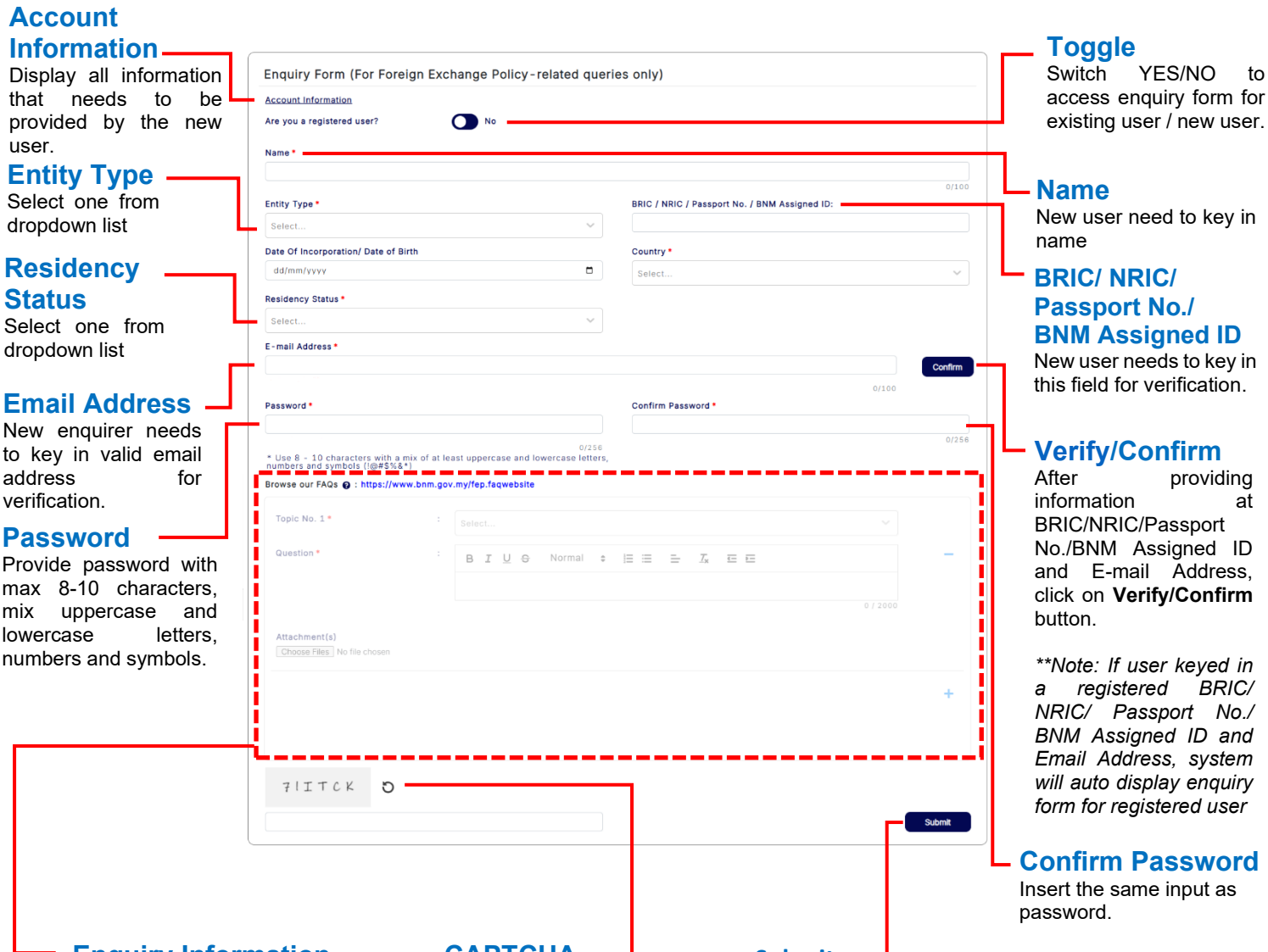
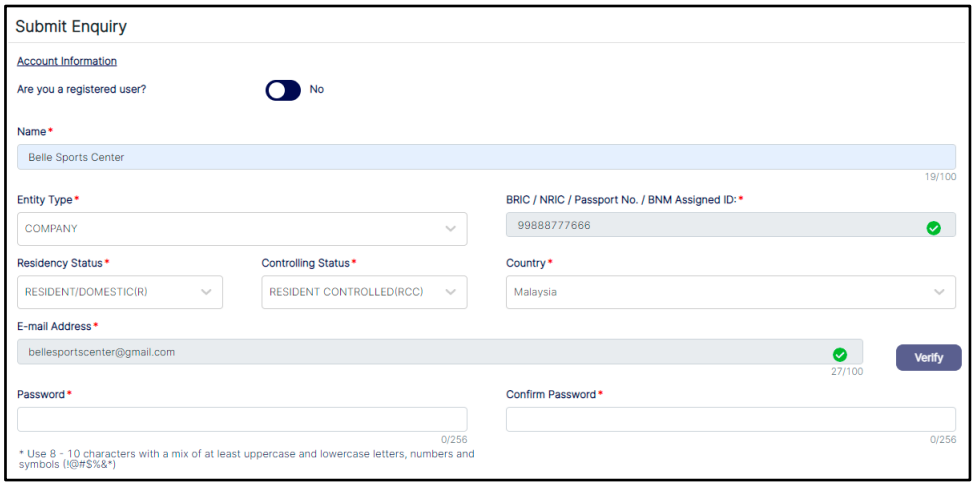
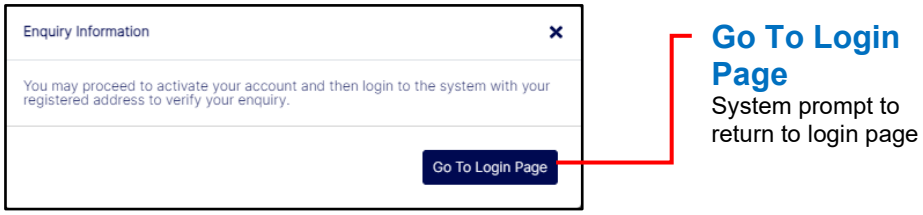


Figure 5.1 - 2 Account Information (New User) in Enquiry Submission without FEP Portal Access

Verify/ Confirm	A green tick shall be displayed at BRIC/ NRIC/ Passport No./ BNM Assigned ID field and Email Address field after clicking on the **Verify/Confirm** button. 
Submit	Upon successful submission of an enquiry, the following message will be displayed: 

5.1.2 ACCOUNT INFORMATION (REGISTERED USER)

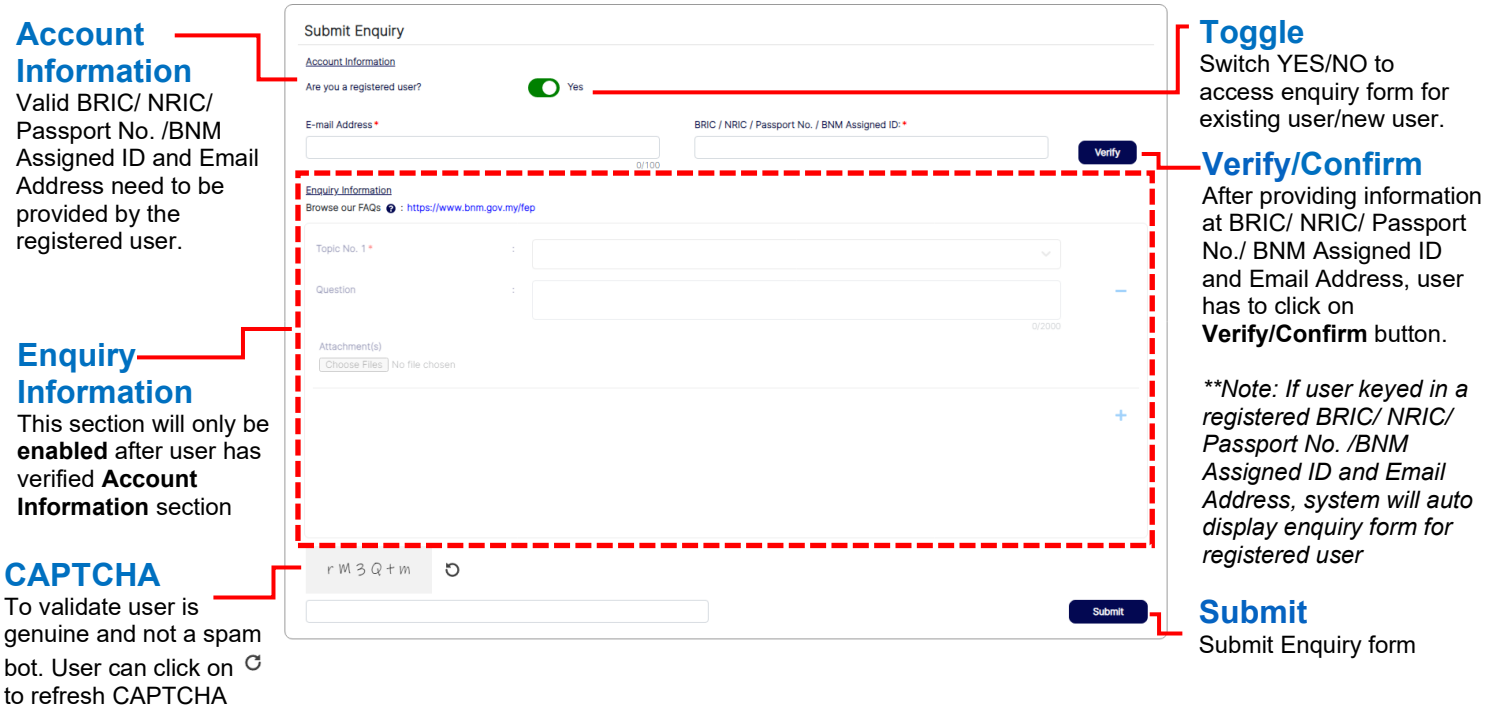
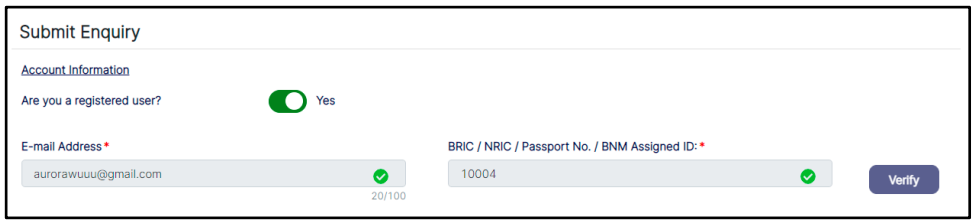
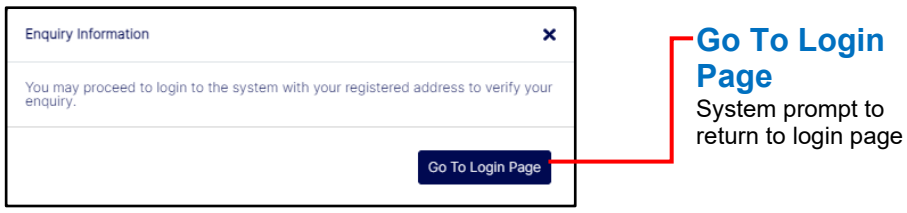


Figure 5.1 - 3 Account Information (Registered User) in Enquiry Submission without FEP Portal Access

Verify/ Confirm	A green tick shall be displayed at Email Address field and BRIC/ NRIC/ Passport No./ BNM Assigned ID field after clicking on **Verify/Confirm** button. 
Submit	Upon successful submission of an enquiry, the following message will be displayed: 

5.1.3 ENQUIRY INFORMATION

Note:
This section is made available after user has verified their BRIC/ NRIC/ Passport No./ BNM Assigned ID and Email Address at Account Information section.

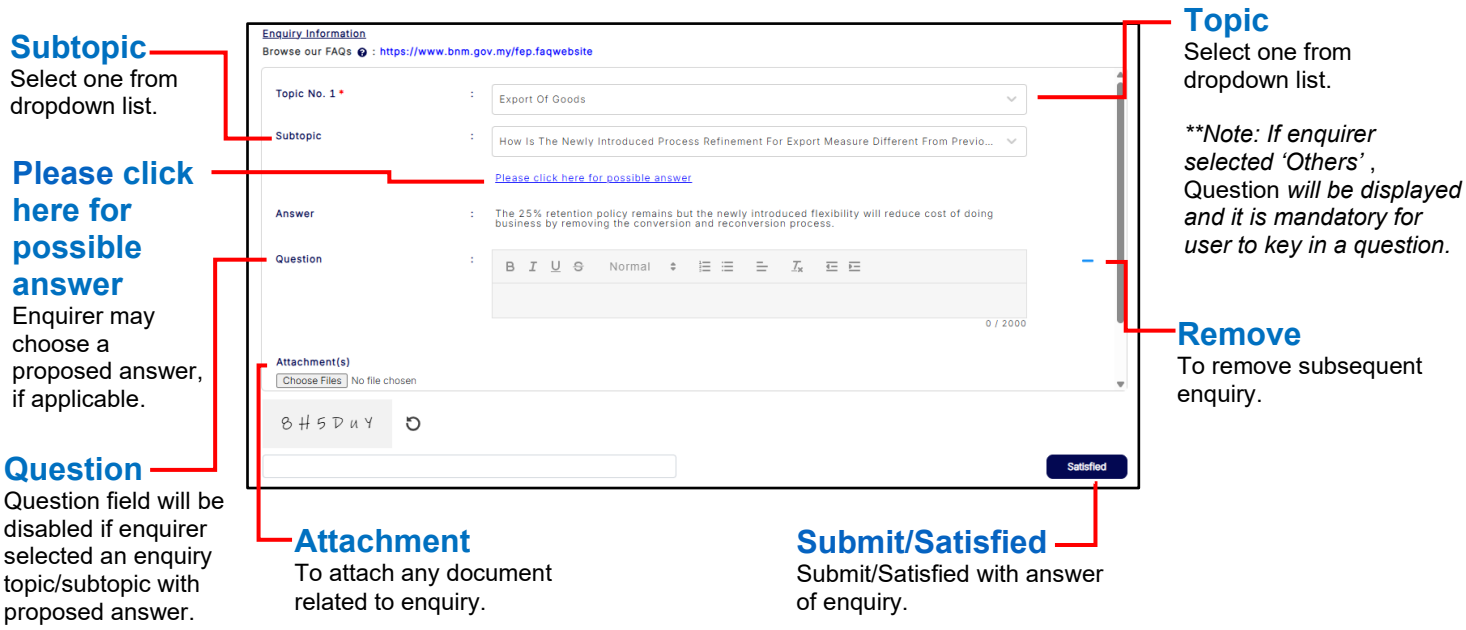
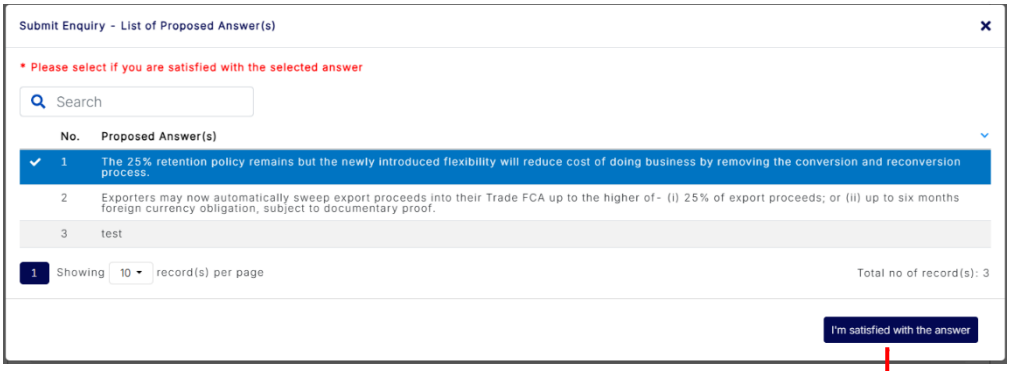


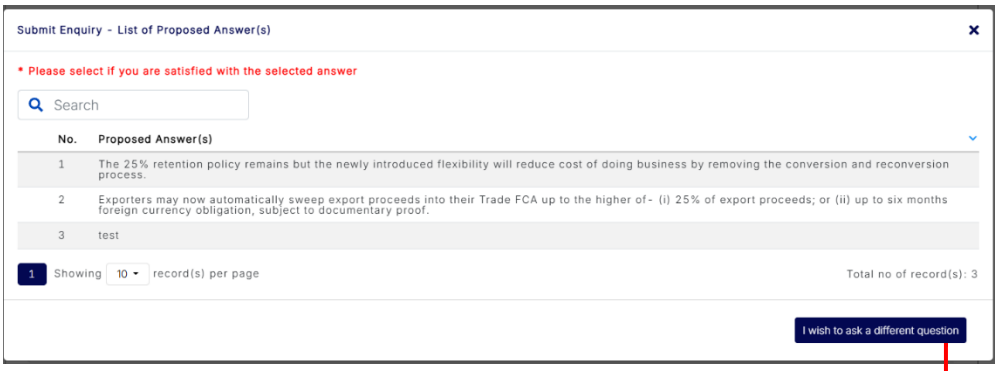
Figure 5.1 - 4 Enquiry Information in Enquiry Submission without FEP Portal Access

Please click here for possible answer	Applicable when Enquirer selects an enquiry topic/subtopic which have a proposed answer configured by FEP System Administrator. Enquirer can click on the "Please click here for possible answer" and select/tick any proposed answer if it could answer his/her enquiry. The button will change to "I'm satisfied with the answer".

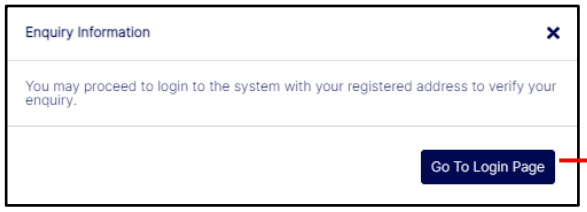


I'm satisfied with the answer
To confirm chosen proposed answer for the enquiry.

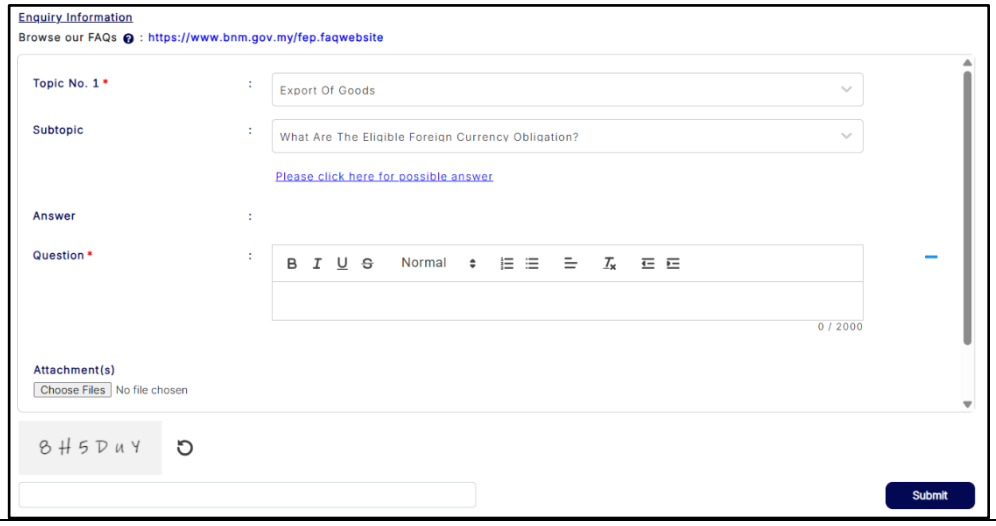
<table>
<tr><td></td><td>If all the proposed answers could not answer his/her enquiry, enquirer can click “I wish to ask a different question” button to provide the question to BNM.

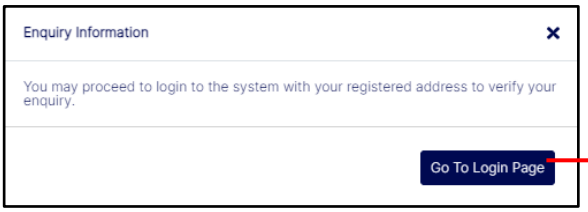


I wish to ask a different question
If user click this button, the subtopic field will be automatically blank, and user can proceed to ask different question or select new subtopic.</td></tr>
<tr><td>Satisfied</td><td>This button is applicable when Enquirer can find a proposed answer for his/her enquiry. The Question field will be disabled. Upon successful submission by clicking on the Satisfied button, the following message will be displayed:



Go To Login Page
System prompt to return to login page</td></tr>
<tr><td>Submit</td><td>This button is applicable when Enquirer selects topic/subtopic without a desired proposed answer to his/her enquiry.


</td></tr>
</table>

	For Question field, enquirer can apply additional text formatting options including **Bold**, *Italic*, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting. Upon successful submission of the enquiry, the following message will be displayed where the Enquirer will have to log in to FEP Portal to access and view the response from BNM once it is ready:  **Go To Login Page** System prompt to return to login page

5.2 SUBMIT ENQUIRY WITH ACESSS TO FEP PORTAL

A registered user can submit an enquiry by clicking on the **Enquiry** menu -> **Submit Enquiry**. System shall allow user to **Submit** or **Save as Draft**.

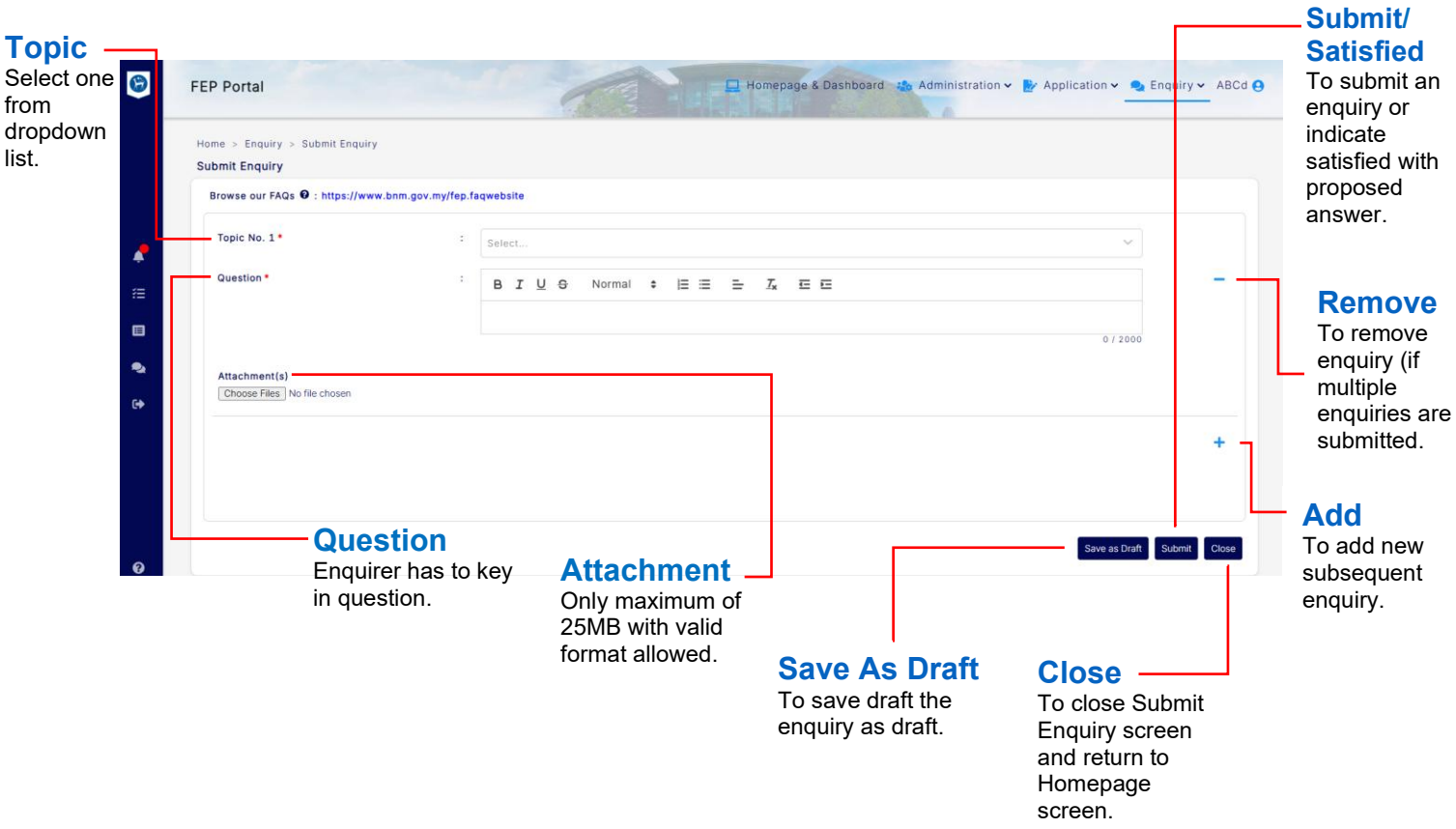
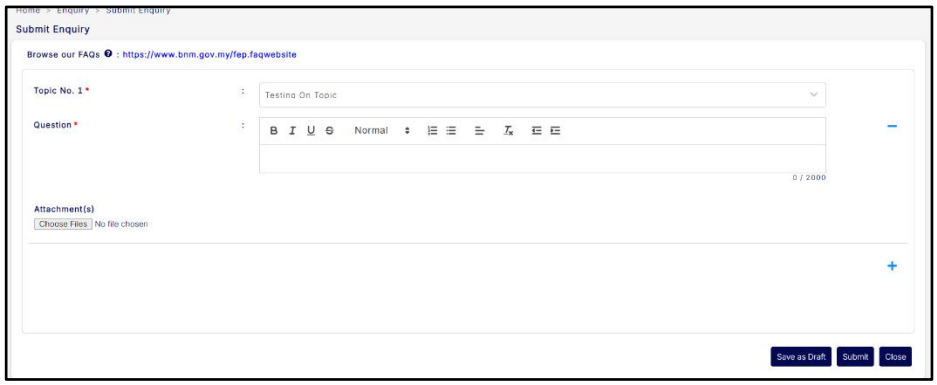
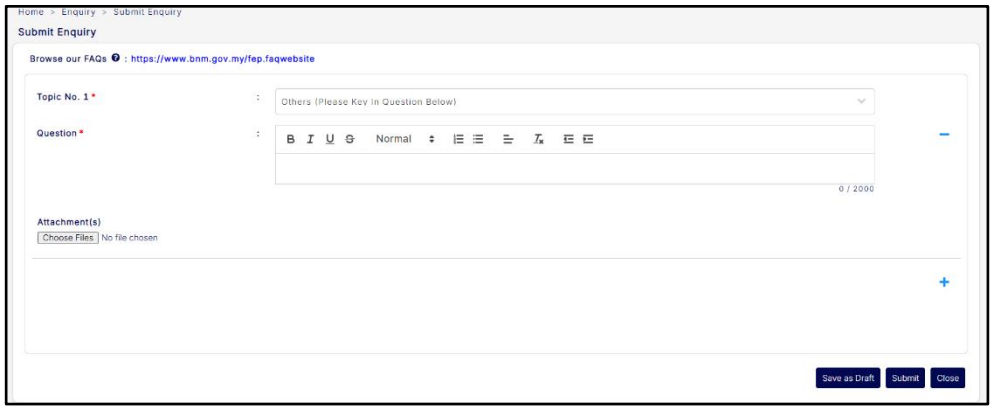
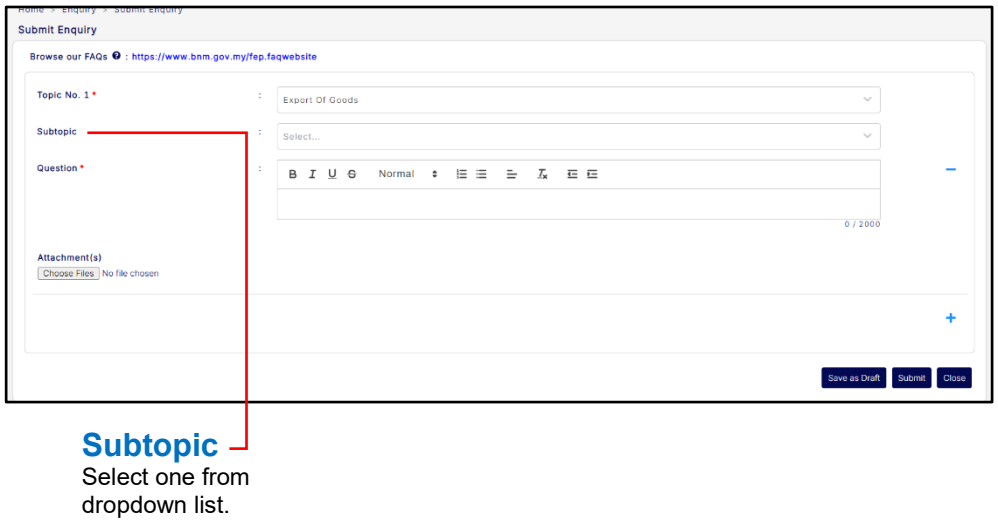
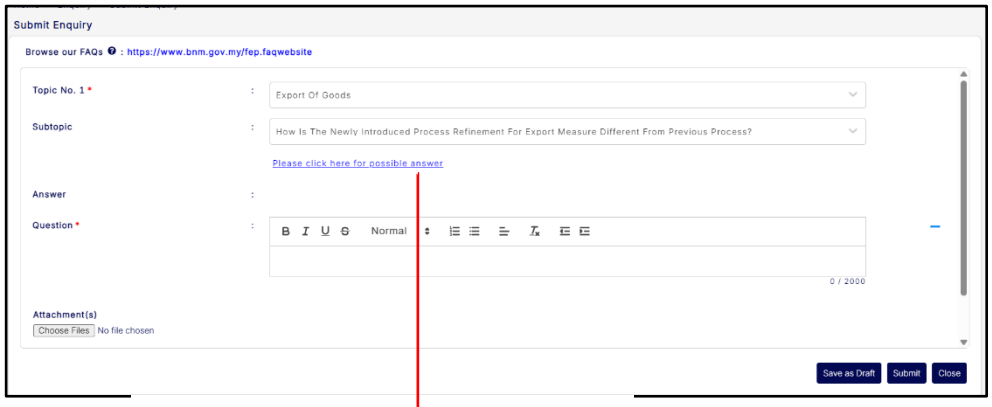


Figure 5.2 - 1 Submit Enquiry with FEP Portal Access

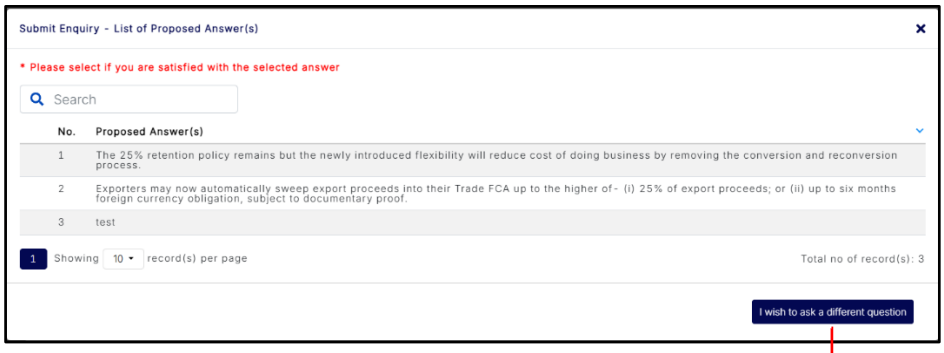
Topic	Enquirer must choose at least one **Topic** from dropdown list. The field will be named as Topic No. 1 for the first entry.  If Enquirer cannot find the desired topic under the preset subject matter, Enquirer can choose **Others (Please Key in Question Below)** as the

	Topic of the enquiry. Enquirer is required to key in the question for BNM to provide a response.  For Question field, users can apply additional text formatting options including **Bold**, *Italic*, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting.
Subtopic	This field is not mandatory and is only applicable when Enquirer selects a topic that has a subtopic. Enquirer may choose **Others** and proceed to key in the question for BNM to provide a response.  If Enquirer selects any subtopic with preset proposed answer(s), the blank **Answer** field will be displayed. User can click on "**Please click here for possible answer**" and "**Submit Enquiry – List of Proposed Answer(s)**" screen will be displayed.



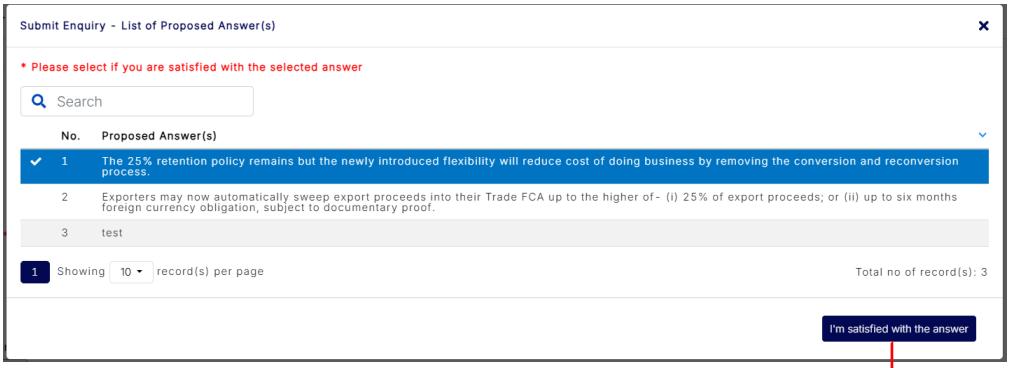
Answer

Only applicable when user selects a subtopic with a proposed answer.



I wish to ask a different question

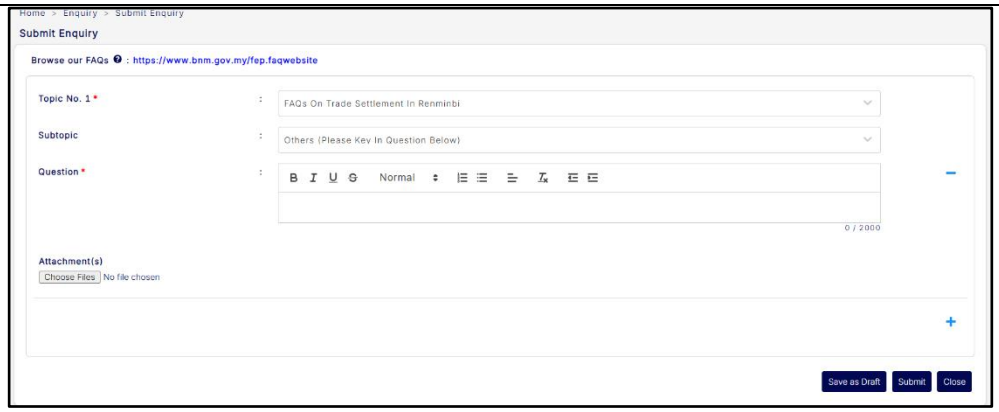
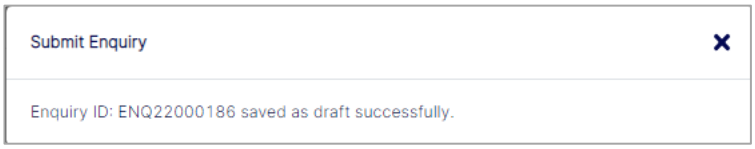
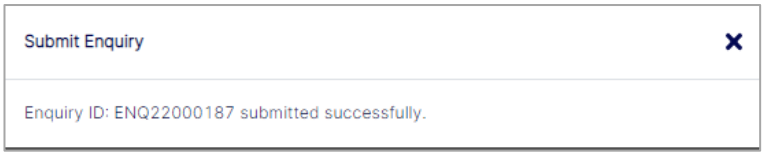
If user click this button, the subtopic field will be automatically blank and user can proceed to ask different question or select new subtopic.

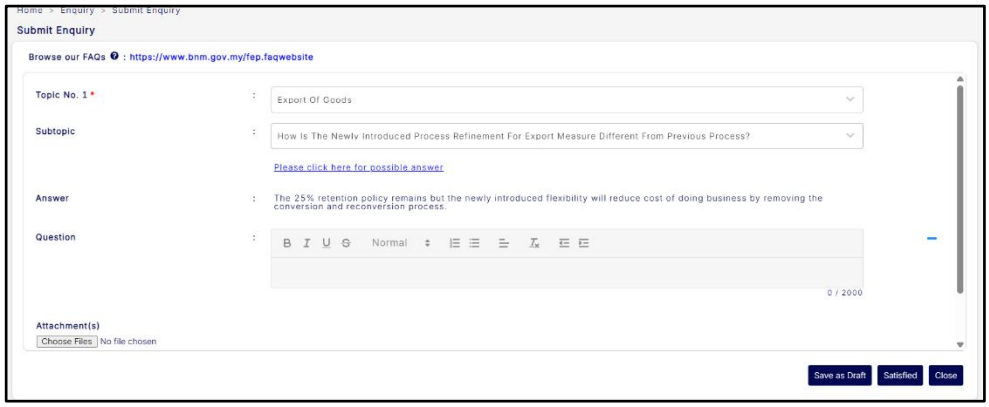


I'm satisfied with the answer

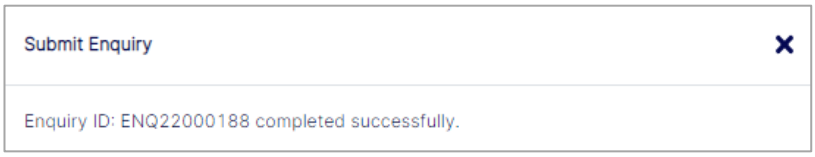
Confirm the proposed answer for the enquiry.

If Enquirer selects **Others (Please Key in Question Below)** as the subtopic of the enquiry, user is required to key in the question for BNM to provide a response.

	 .
Save As Draft	The following message will be displayed after clicking on the **Save As Draft** button if the enquiry has been saved successfully: 
Submit	The following message will be displayed after clicking on the **Submit** button if the enquiry has been submitted successfully: 
Satisfied	This button is applicable when Enquirer can find a proposed answer for his/her enquiry. The proposed answer is populated into Answer field. Enquirer can click on the **Satisfied** button to complete the enquiry. *Note:* *By clicking on the **Satisfied** button, the enquiry will be deemed as completed under **"Handle & Monitor Enquiry"** screen and this case will not receive any further response from BNM.*



The following message will be displayed after the Enquirer clicks on the **Satisfied** button:



Add

Enquirers can submit multiple enquiries at any point in time. User can click on + icon and a new set of enquiry form will be displayed. The **Topic No** will change accordingly to differentiate multiple enquiries.



Remove

Enquirer can click on − icon to remove a set of enquiry.

Close

Enquirer can click on the **Close** button to close the **Submit Enquiry** screen and navigate back to "**Homepage & Dashboard"** screen.

5.3 HANDLE AND MONITOR ENQUIRY

Once an Enquirer has successfully logged in to the system, the Enquirer can access the **"Handle and Monitor Enquiry"** screen or access the screen directly by clicking on icon at the shortcut menu on the left-side tab of the screen.

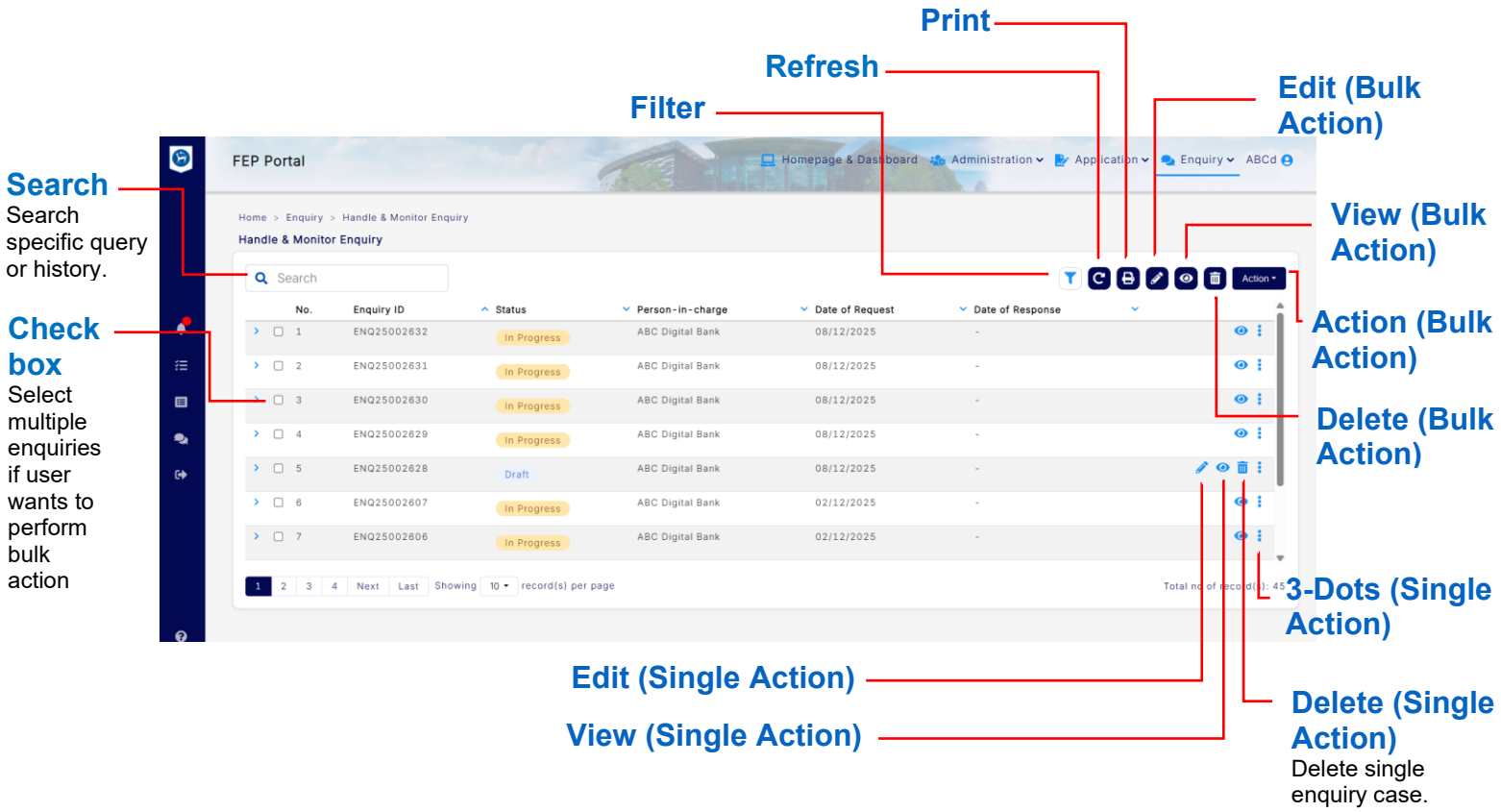
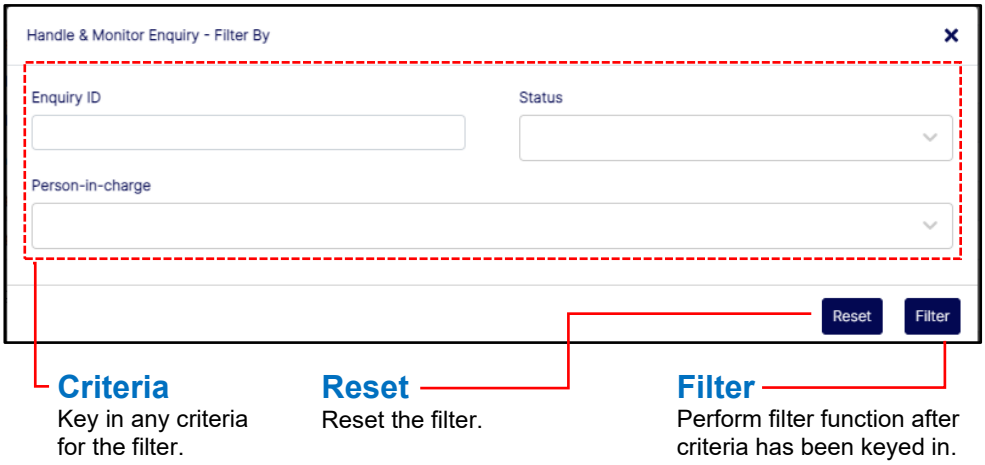


Figure 5.3 - 1 Handle & Monitor Enquiry main screen

Status	The enquiries under "Handle & Monitor Enquiry" screen can be in the following status: **Draft:** Status when Enquirer has saved an enquiry but has yet to submit to BNM. **In Progress**: Status when Enquirer has submitted the enquiry by clicking on the **Submit** button. **Pending Info with Q&A:** Status when BNM has sent a Q&A to the Enquirer and the Enquirer has to respond to BNM via the **Q&A** tab. **Completed:** Status when the enquiry case has been completed by BNM or status when Enquirer submitted an enquiry after clicking "I'm satisfied with

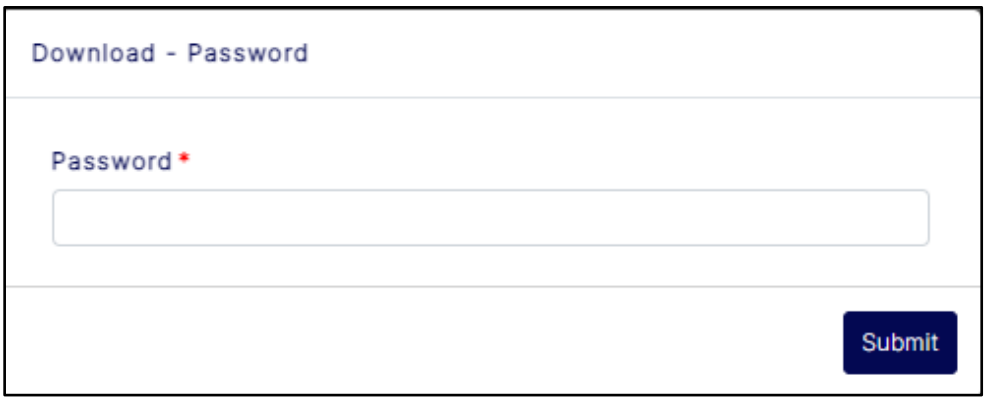
	the answer" button. **Completed - Q&A:** Status when BNM has sent a Q&A to Enquirer after enquiry case has been completed. **Withdrawn:** Status when the Enquirer cancels the enquiry case before BNM takes any action, including assignment. **Cancelled:** Status when system automatically cancels an enquiry case when the Enquirer failed to respond to a Q&A after the response deadline set by BNM, or after BNM has approved a cancellation request by the Enquirer.
Filter	If Enquirer wants to filter the list of enquiries, user can click on icon and the following **"Handle & Monitor Enquiry – Filter By"** screen will be displayed. 
Print	User can click on icon to print the listing of Handle & Monitor Enquiry. System will prompt message with print Request No for printing the list. To download this printout, user can access and download via **Application - View Application/NC/Enquiry Report**.  User will receive a notification via email and portal-based notification once the printout is ready to be downloaded. Email:

- Notification and link will be sent.



- User must use the password credential login to FEP portal to be able to download and print the report.

  Note:
  To print the report, user can proceed using any type of application to open the PDF file and proceed to print.



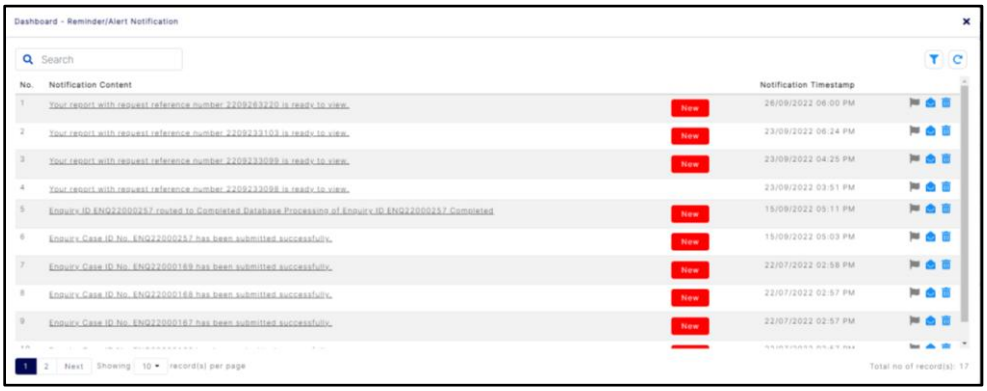


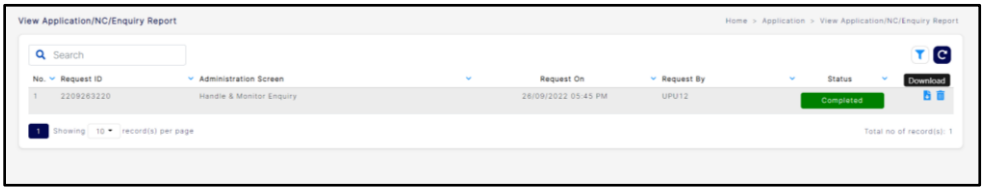
Portal-Based:

- Notification will be sent and user can click on the link to proceed to download the printout/report.

  Note:

  To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.





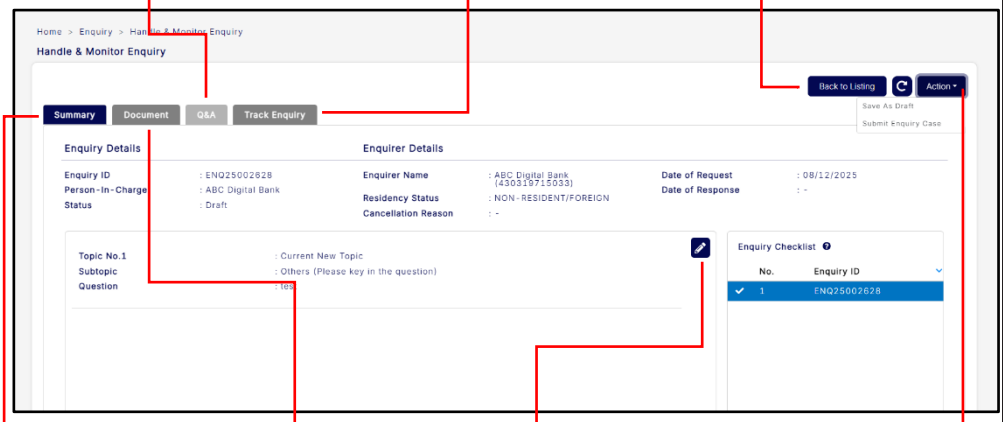
Edit (Single Action)

This function is for the Enquirer to perform a **single** action for a specific record when the status of the enquiry case is **Draft**. Users can click on icon and the summary screen of the enquiry case will be displayed.

Q&A tab
***Note: Q&A tab is not available when status is Draft*

Track Enquiry tab
Display tracking details of actions taken on enquiry case.

Back To Listing
Return to listing page of enquiries



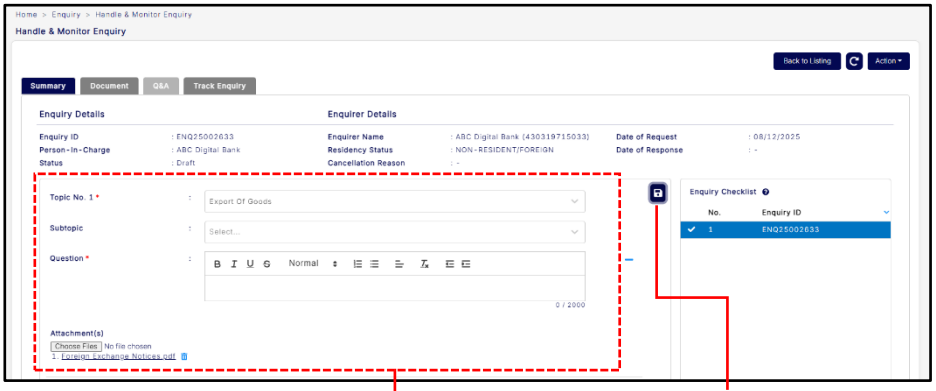
Summary tab
Display summary of enquiry case.

Document tab
Display document of enquiry case.

Edit
Edit enquiry case.

Action
Perform action such as Save as Draft, Submit Enquiry Case, Print Enquiry Case.
***Note: this action is only available when status is Draft.*

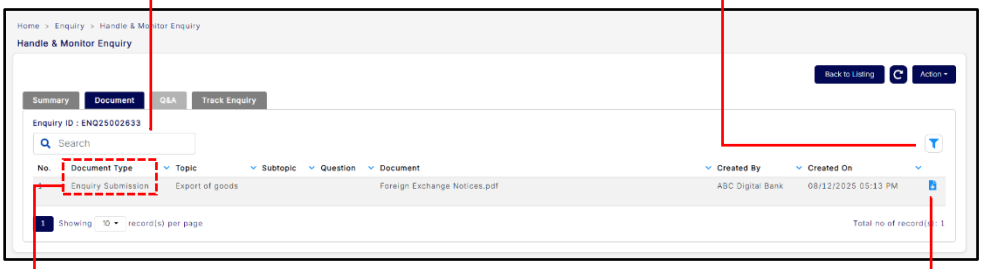
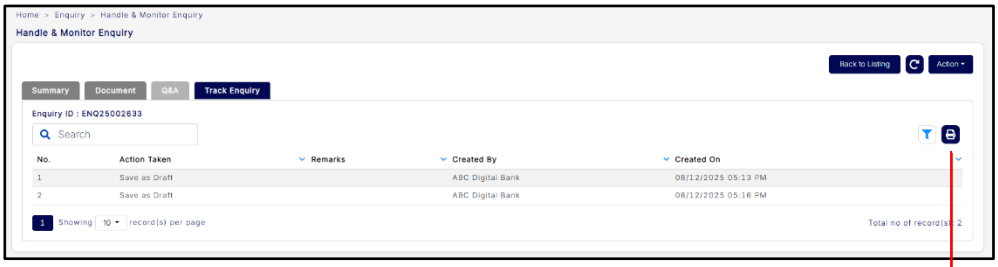
User can edit an enquiry after clicking on icon. After editing the enquiry, user can click on icon to save amended details.

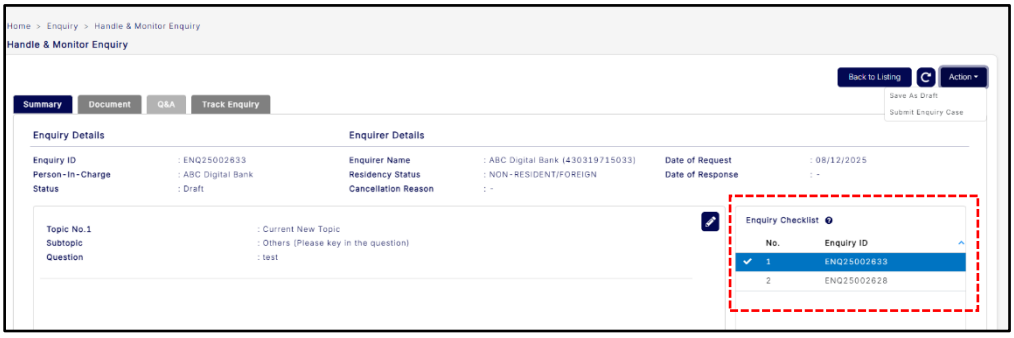


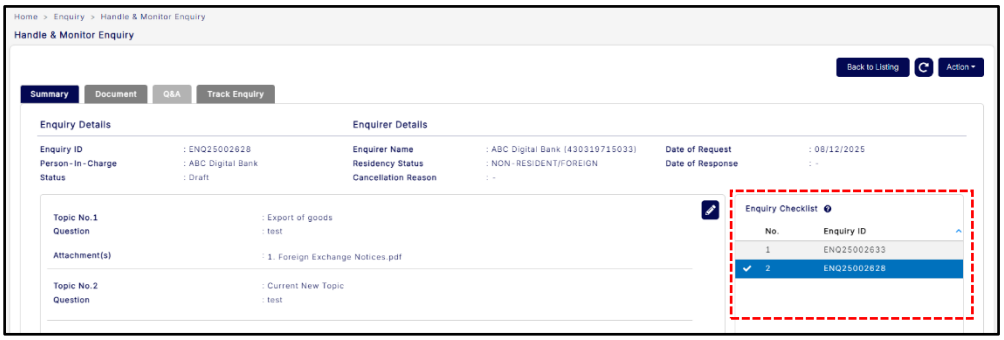
Edit
Edit relevant details of enquiry.

Save Enquiry
Save the amended enquiry details (if any changes have been made)

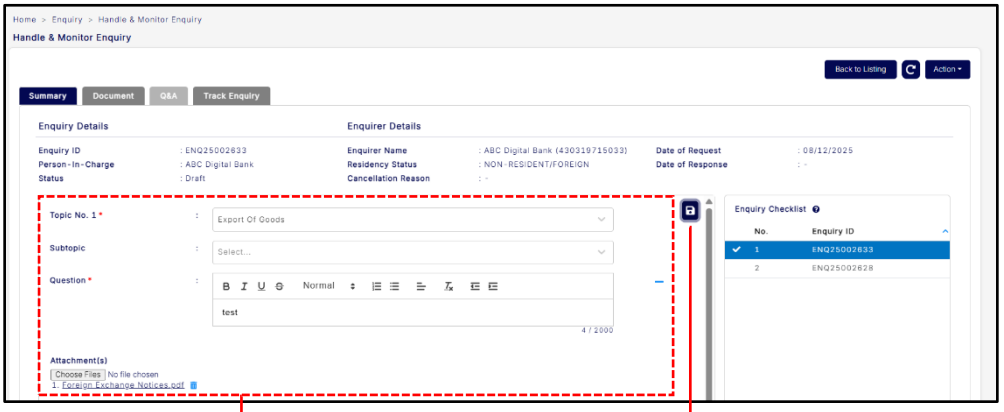
For Question text box, users can apply additional text formatting options including **Bold**, *Italic*, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and

	Clear Formatting. User can click on the **Document** tab to display the document listings of the enquiry case and user can perform the following actions from this screen: **Search** Search specific document. **Filter** Filter specific document by criteria  **Document Type** Document that user may upload, view or download. **Download** Download the document to local drive. User can click on the **Track Enquiry** tab to view the enquiry tracking details and the user can perform the following actions from this screen:  **Print** Print Track Enquiry and print preview screen will be displayed.
Edit (Bulk Action)	This function is for the Enquirer to perform **bulk** action for multiple records. Before user can perform the bulk action, the user is **required** to select the enquiry cases by clicking on the checkbox. This function is only available when the status of the enquiry case is **Draft**. User can click on icon and the summary screen of the enquiry case will be displayed. *Note:* *After selecting multiple enquiry cases, Enquirer can click on any Enquiry Case ID at* ***Enquiry Checklist*** *section to view the Summary, Document and Track Enquiry tabs of the relevant case before performing the desired action.*



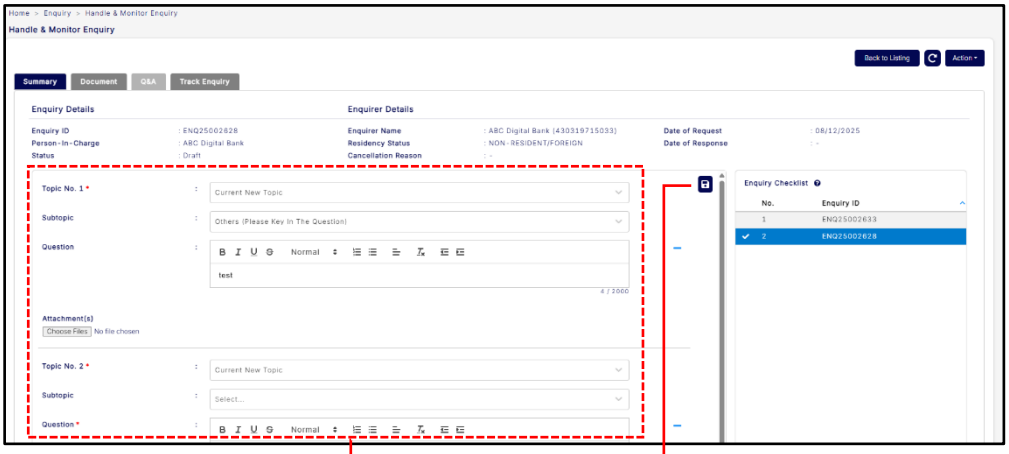


At Summary screen, Enquirer is able to edit the enquiry details after clicking on icon. The enquirer can click on the case at **Enquiry Checklist** section to edit details for other enquiry case(s) in the list.



Edit
Edit relevant details of enquiry.

Save Enquiry
Save the amended enquiry details (if any changes have been made).

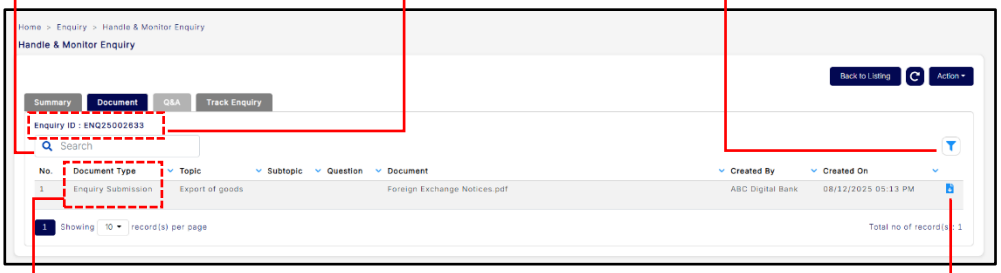


For Question text box, users can apply additional text formatting options including **Bold**, *Italic*, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting.

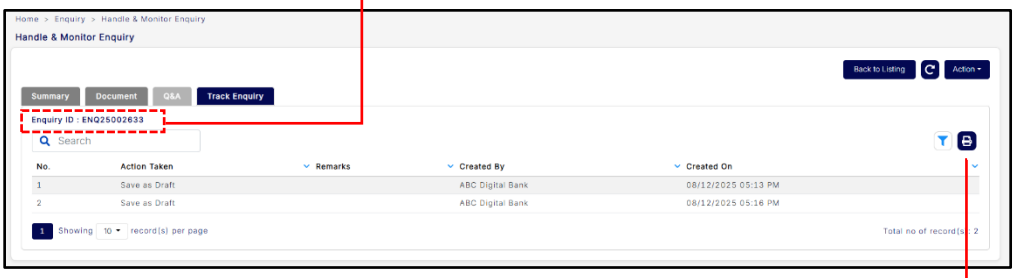
The system will automatically save any changes made in the Question text box based on the following conditions:

Scenario	Condition	System Behaviour
Field loses focus	When the user finishes editing a field and clicks or tabs away	The system will automatically save the updated content.
Session about to time out	When the system detects inactivity and is about to time out.	A prompt will appear to extend the session and auto-save.
No response to prompt	No response within 5 minutes after the timeout prompt.	The system will auto-save and then log out the user.
Forced logout	When the user is kicked out or forcefully logged out of the system	The system will auto-save the draft before logout.

User can also click on the **Document** tab to display the document listings of the enquiry case and the Enquirer can perform the following actions from this screen:



User can click on **Track Enquiry** tab to display enquiry tracking details and the enquirer can perform the following actions from this screen:

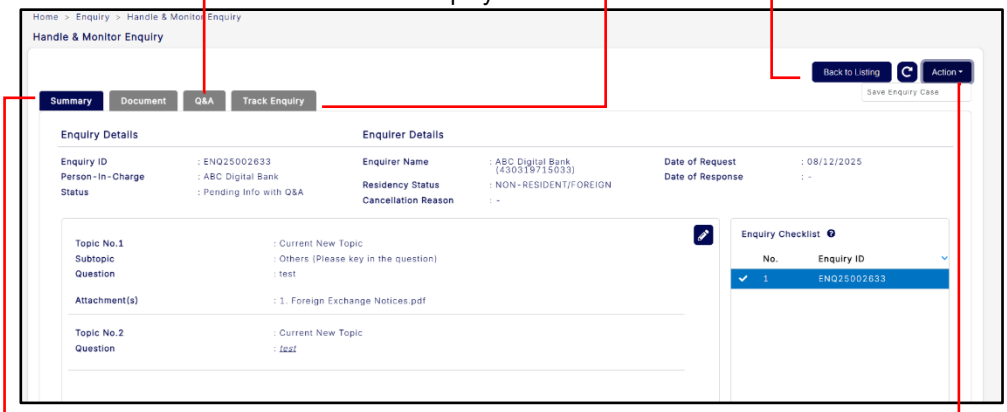


Pending Info with Q&A

This status means BNM has sent a Q&A to the Enquirer and is pending response from the Enquirer.

When status of enquiry case is **Pending Info with Q&A**, Enquirer can click on icon and the summary screen of the enquiry case will be displayed.

- The system will block the user from proceeding with the cancellation if there are any Q&A items that remain open.

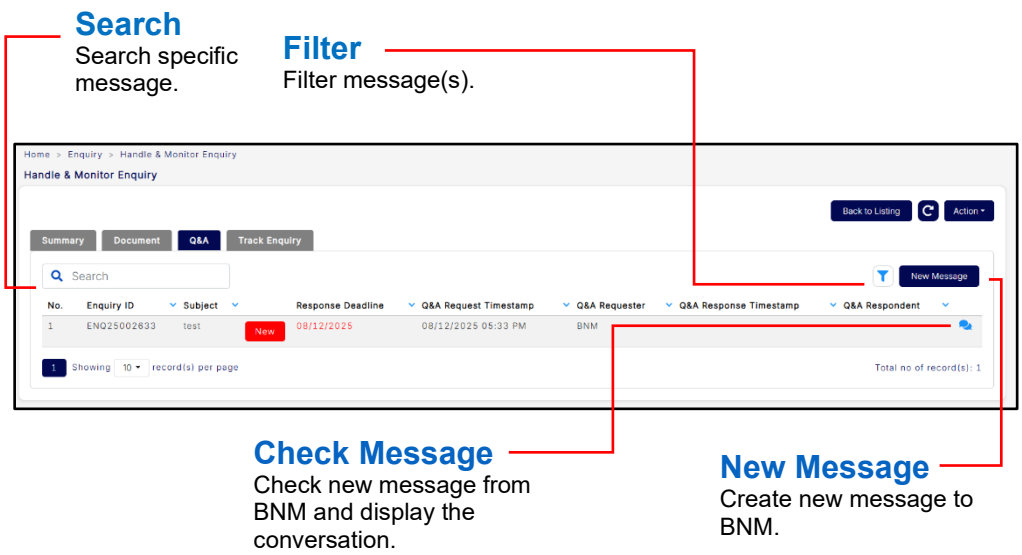


***Note: This action is only available when status is Pending Info.*

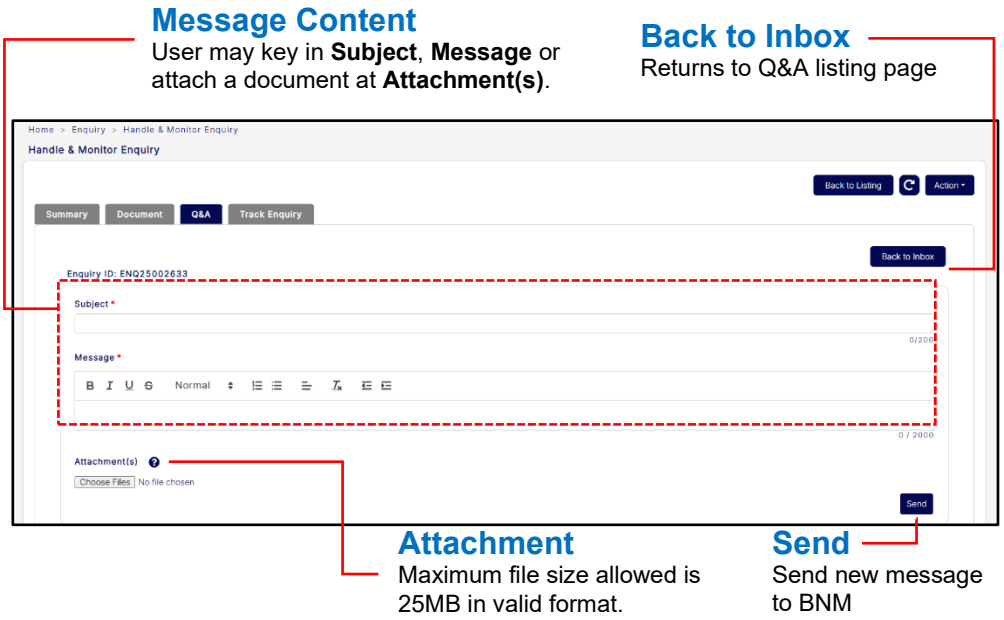
Enquirers can click on the **Q&A** tab to display the Q&A listings of the enquiry case and user can perform the following actions from this screen:

Note:

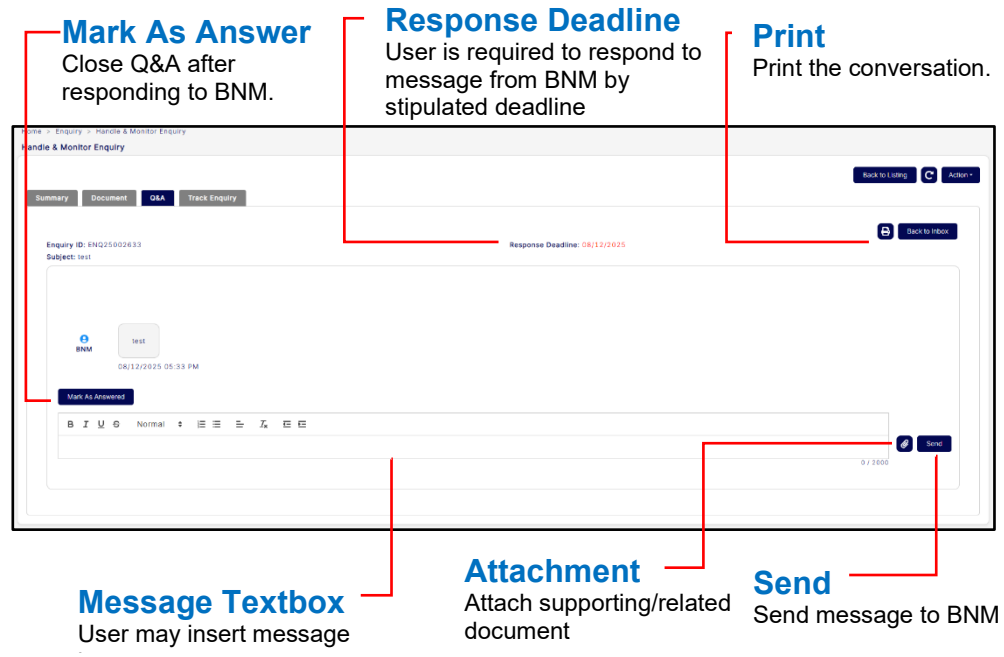
*Any new Q&A sent by BNM will be shown as **New** for Enquirer's attention.*



If Enquirer wants to follow-up or communicates with BNM on the enquiry submitted, Enquirer can click on **New Message** button and a new Message screen will be displayed.



Users can click on icon to display conversation, respond to any message(s) and check new message(s) from BNM.

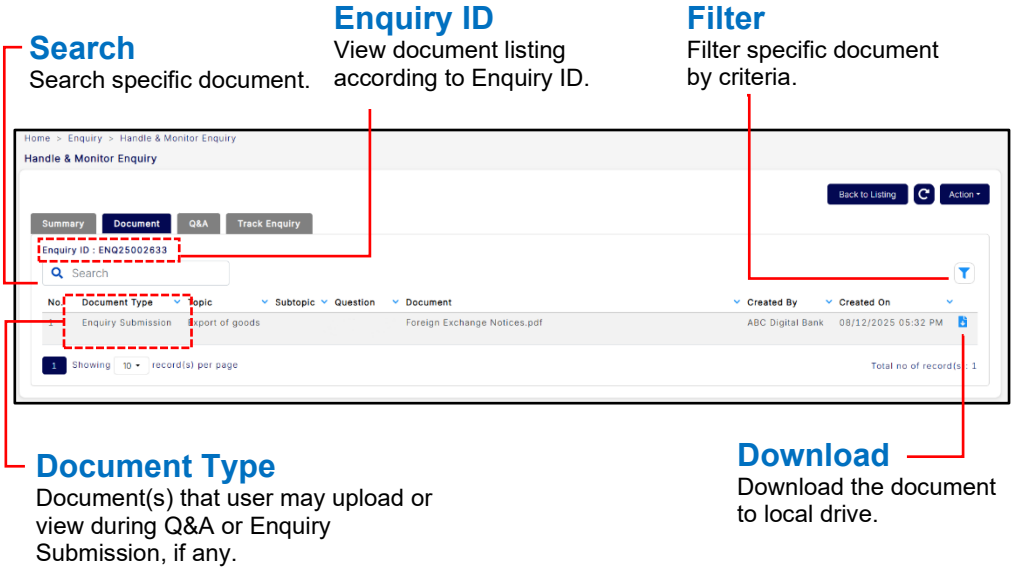


- For Q&A text messages, users can apply additional text formatting options including **Bold**, *Italic*, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting.
- The system will automatically save any Q&A entered as a draft in both the New Message and Conversation Message panels.

Scenario	Condition	System Behaviour
Field loses focus	When the user finishes editing a field and clicks or tabs away	The system will automatically save the updated content.
Session about to time out	When the system detects inactivity and is about to time out.	A prompt will appear to extend the session and auto-save.
No response to prompt	No response within 5 minutes after the timeout prompt.	The system will auto-save and then log out the user.
Forced logout	When the user is kicked out or forcefully logged out of the system	The system will auto-save the draft before logout.

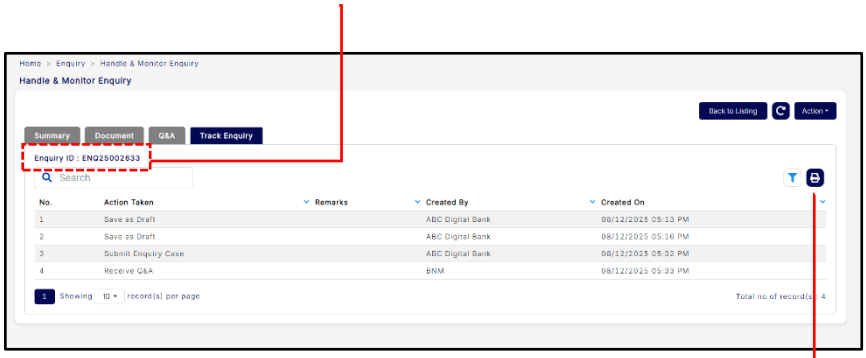
- The **New Message** and **Reopen Discussion** buttons will be **disabled** once the enquiry status is Completed, Withdrawn or Cancelled.
- Public users will receive Q&A deadline notifications via email, based on the configuration set by the BNM FEP administrator.

User can click on the **Document** tab to display the document listings of the enquiry case and perform the following actions from this screen:



User can click on **Track Enquiry** tab to display enquiry tracking details and perform following actions from this screen:

Enquiry ID
View historical trail of actions performed according to Enquiry ID



Print
Print Track Enquiry and print preview screen will be displayed.

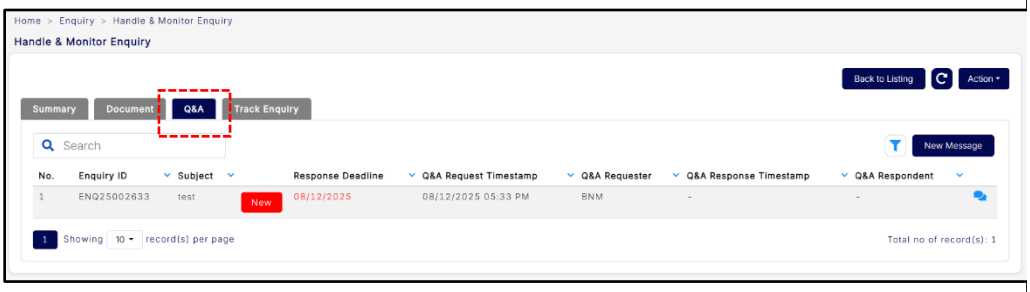
View (Single Action)

This function is for Enquirer to perform **single** action to view details of a specific record and available at **any** stage of the enquiry case.

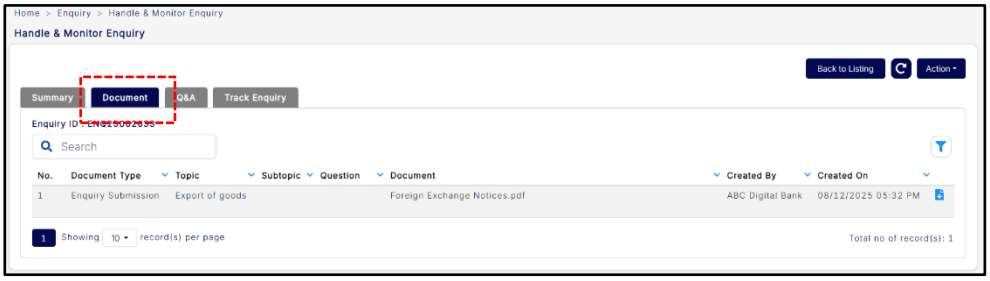
User is able to view enquiry case by clicking on icon and the summary screen of enquiry case will be displayed.



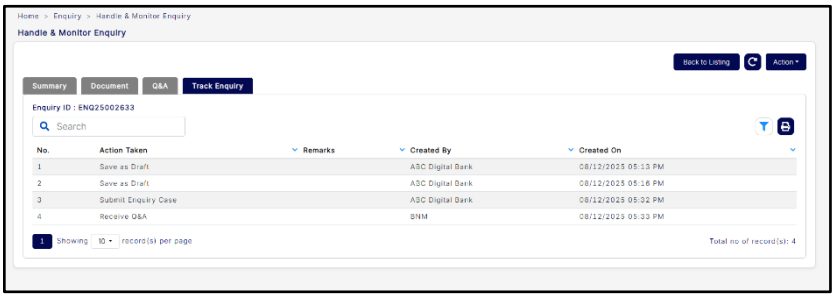
User is able to view Q&A listings of the enquiry case by clicking on the **Q&A** tab.



User is able to view document(s) listings of enquiry case by clicking on the **Document** tab.



User is able to view track enquiry listings of enquiry case by clicking on the **Track Enquiry** tab.

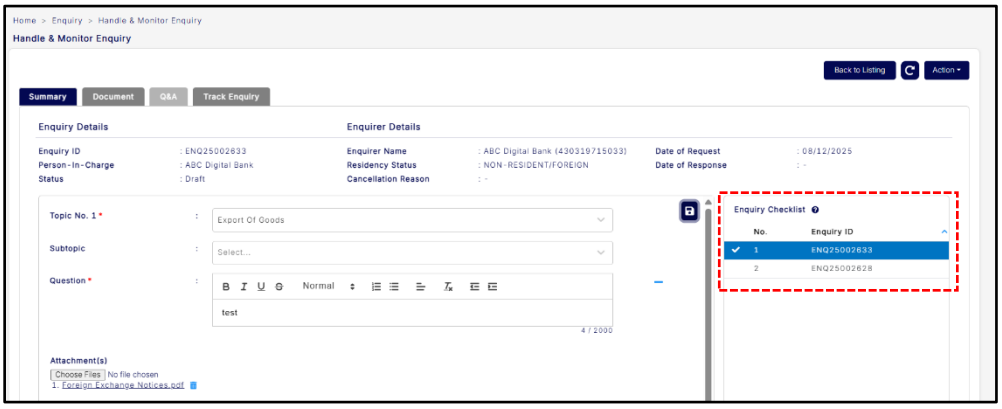


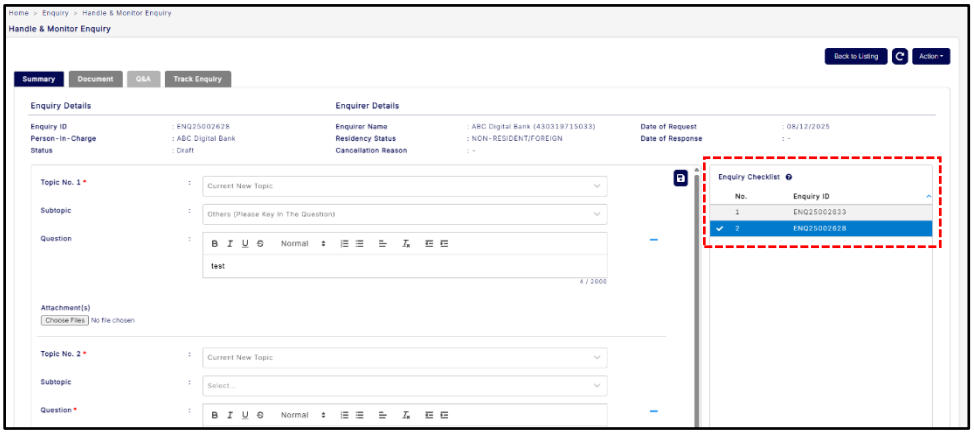
View (Bulk Action)

This function is for Enquirer to perform **bulk** action to view multiple records and is available at any stage of the enquiry case. To perform this bulk action, user is **required** to select the relevant enquiry cases by clicking on the checkbox.

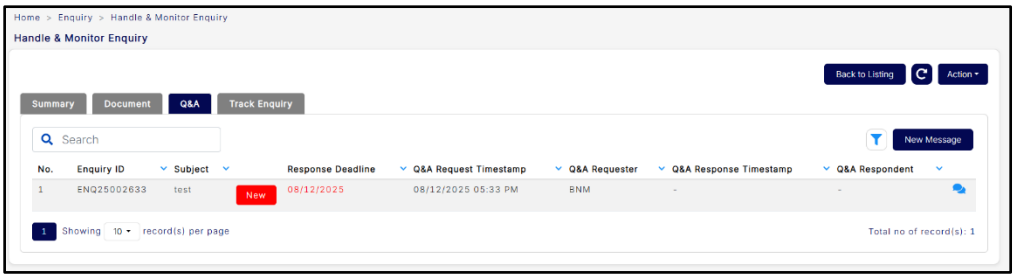
Note:

*After selecting multiple enquiry cases, Enquirer can click on any Enquiry Case ID at **Enquiry Checklist** section to view Summary, Document, Q&A and Track Enquiry of each case before performing the desired action.*

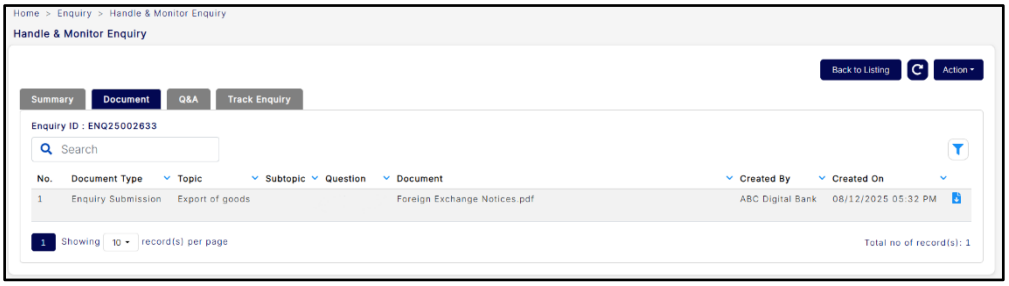




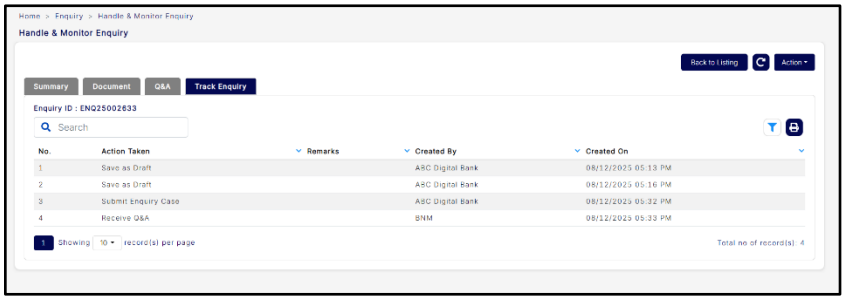
User is able to view Q&A listings of enquiry case by clicking on the **Q&A** tab.

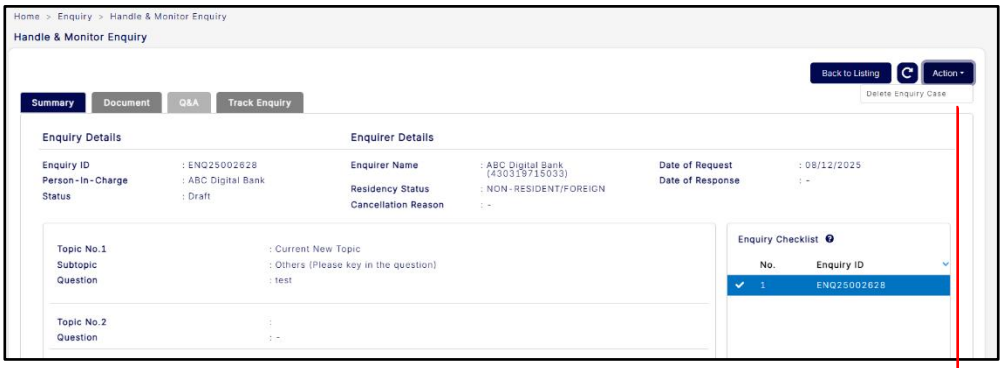
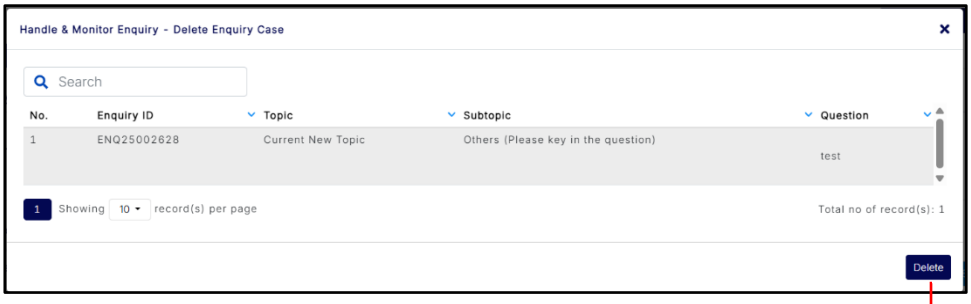


User is able to view document(s) listings of the enquiry case by clicking on the **Document** tab.



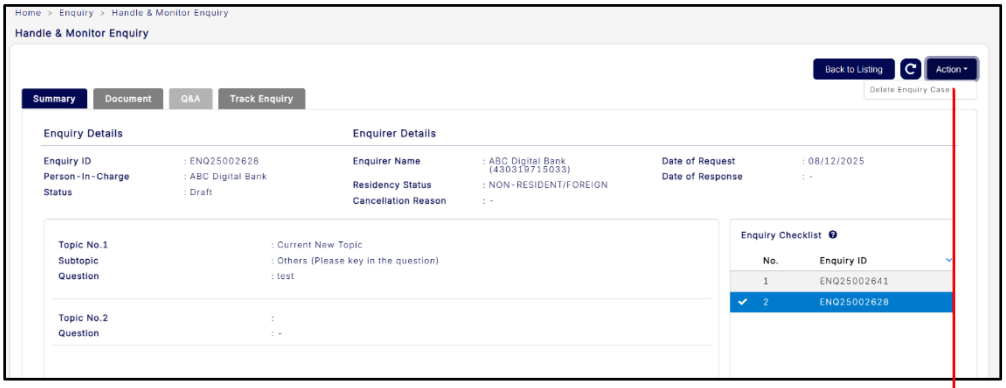
User is able to view track enquiry listings of the enquiry case by clicking on **Track Enquiry** tab.



Delete (Single Action)	This function is for Enquirer to perform **single** action to delete a specific record and is available when status of enquiry case is **Draft**. User can click on icon and the summary screen of the enquiry case will be displayed. User can click on **Action** button and select **Delete Enquiry Case.** The **"Handle & Monitor Enquiry – Delete Enquiry Case"** screen will be displayed.  **Action** Select **Delete Enquiry Case** under dropdown list to perform deletion.  **Delete** To confirm deletion of the enquiry case
Delete (Bulk Action)	This function is for Enquirer to perform **bulk** action to delete multiple records. To perform the bulk action, user is **required** to select the relevant enquiry cases by clicking on the checkbox. This function is only available when status of enquiry case is **Draft**. User can click on icon and the summary screen of the enquiry case will be displayed. *Note:* *After selecting multiple enquiry cases, Enquirer can click on any enquiry case ID*

*at **Enquiry Checklist** section to view Summary, Document, Q&A and Track Enquiry of each case before performing the desired action.*





Action
Select **Delete Enquiry Case** under dropdown list to perform deletion.

User can click on the **Action** button and select **Delete Enquiry Case** to delete all listed enquiries. The **"Handle & Monitor Enquiry – Delete Enquiry Case"** screen will be displayed:



Delete
To confirm deletion of all the enquiry cases.

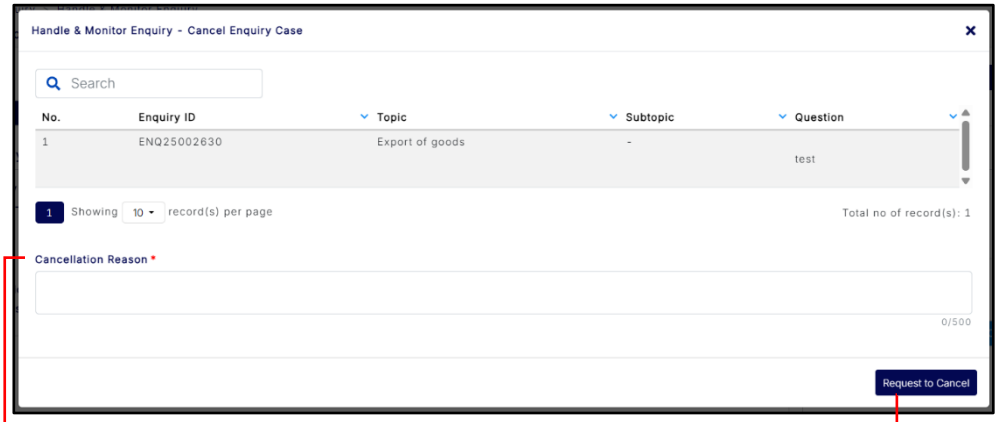
3 Dots	This function is for Enquirer to perform **single** action for a specific record and is available when status of enquiry case is **In Progress**.

Enquirer can click on ⋮ icon and select **Cancel Enquiry Case** and the summary screen of the enquiry case will be displayed.

- The system will block the user from proceeding with the cancellation if there are any Q&A items that remain open.



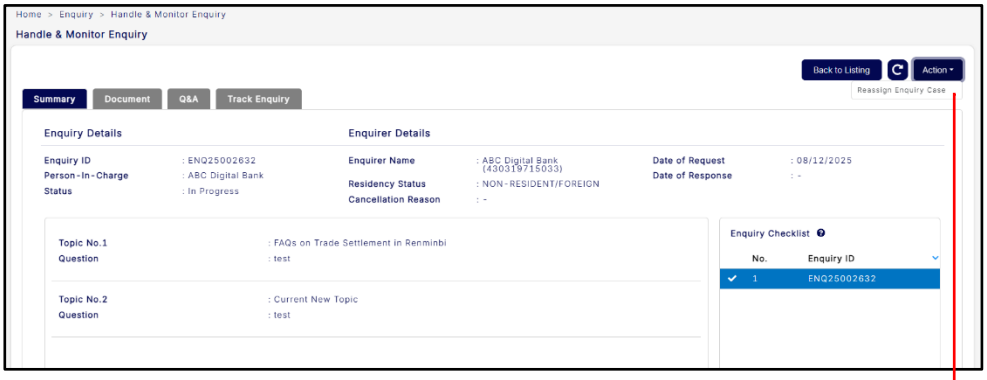
Action
Select **Cancel Enquiry Case** and **"Handle & Monitor Enquiry – Cancel Enquiry Case"** screen will be displayed.



Cancellation Reason
Mandatory for Enquirer to key in the reason before submitting the cancellation request.

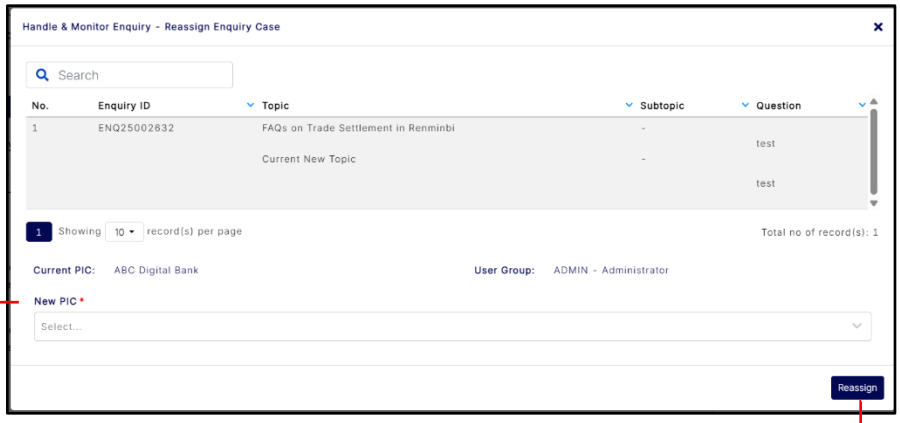
Submit Cancellation Request
To submit cancellation request for an enquiry case.

To reassign a case to a new Person-In-Charge (PIC), Enquirer can click on ⋮ icon and select **Reassign Enquiry Case**. The summary screen of the enquiry case will be displayed.



Action

Select **Reassign Enquiry Case** and **"Handle & Monitor Enquiry – Reassign Enquiry Case"** screen will be displayed.



New PIC

Mandatory for Enquirer to select new PIC from dropdown list.

Reassign

To confirm reassignment of the enquiry case.

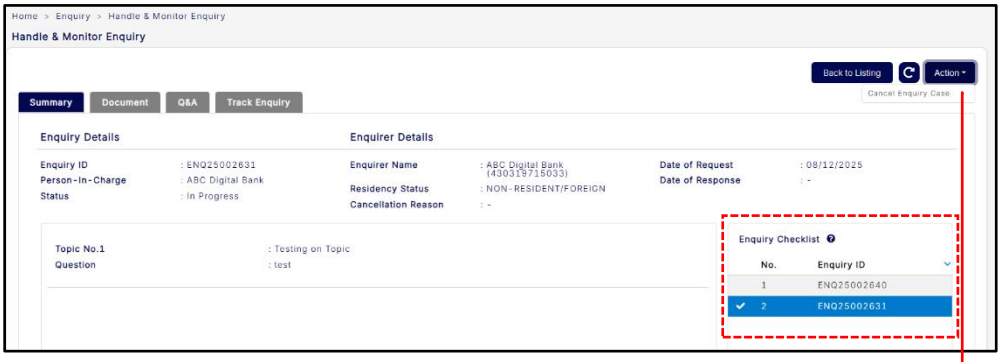
Action (Bulk Action)

This function is for Enquirer to perform **bulk** action for multiple records. To perform the bulk action, user is **required** to select the relevant enquiry cases by clicking on the checkbox.

Note:

*After selecting multiple enquiry cases, Enquirer can click on any enquiry case ID at **Enquiry Checklist** section to view Summary, Document, Q&A and Track Enquiry of each case before performing the desired action.*





Action

Select **Cancel Enquiry Case** and **"Handle & Monitor Enquiry – Cancel Enquiry Case"** screen will be displayed.

User can click on the **Action** button and select **Cancel Enquiry Case** to cancel all listed enquiries. The **"Handle & Monitor Enquiry – Cancel Enquiry Case"** screen will be displayed.



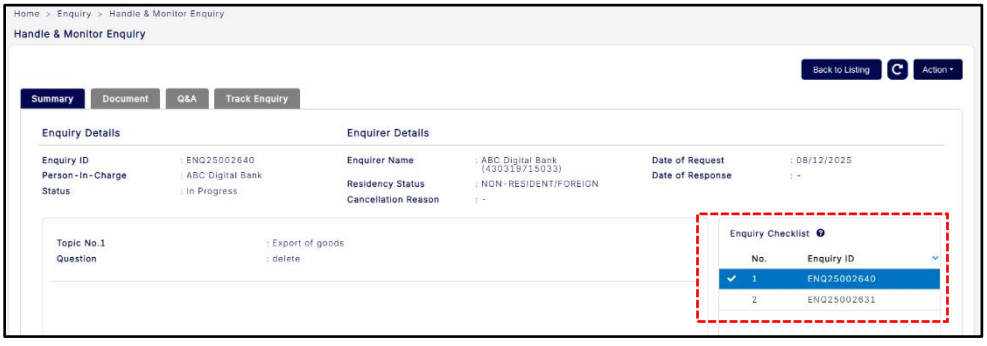
Cancellation Reason

Mandatory for Enquirer to indicate the reason before submitting the cancellation request.

Submit Cancellation Request

To submit cancellation request of enquiry case.

User can click on **Action** button and select **Reassign Enquiry Case** to reassign all listed enquiries. The **"Handle & Monitor Enquiry – Reassign Enquiry Case"** screen will be displayed.





Action

Select **Reassign Enquiry Case** and **"Handle & Monitor Enquiry – Reassign Enquiry Case"** screen will be displayed.



New PIC

Mandatory for Enquirer to select new PIC from dropdown list to reassign the enquiry case.

Reassign

To confirm reassignment of the enquiry case.