

# Guide to Replying Requests For Action (RFA)



OSCAR

Online Safety,  
Compliance Application  
and Registration  
System

# IMPORTANT NOTES

- ❑ If further information is required after review of the FSCA report, a Request For Action (RFA) will be sent via the OSCAR system.
- ❑ An email will be sent to the company contact person to notify that an RFA has been raised for the FSCA report. The individual is then required to access the OSCAR system and provide all responses to the RFA in the OSCAR system.
- ❑ Email reminders will be sent to the company contact person if no response to the RFA has been received.


# Guide For Replying RFA



Click on the CorpPass logo.

Login to OSCAR?

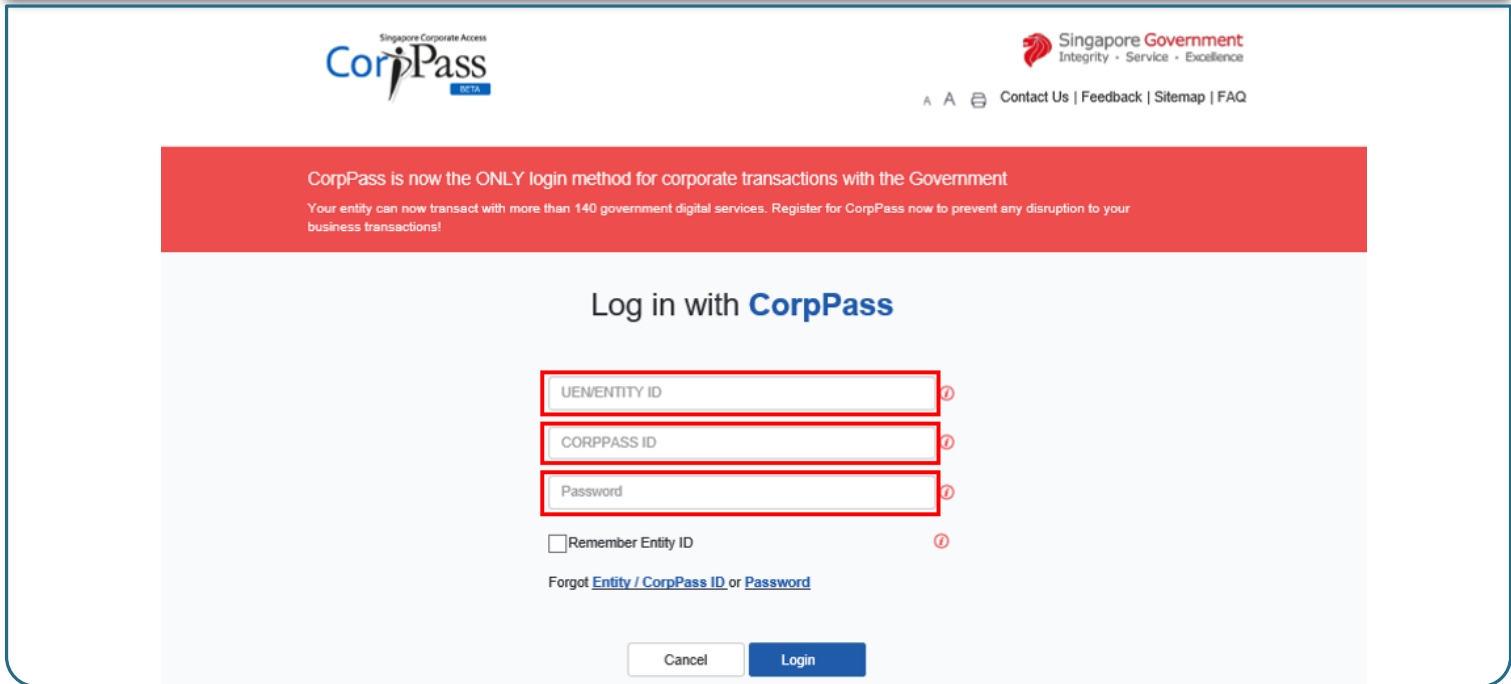
————— LOG IN WITH —————

 or 

# Guide For Replying RFA



## Log in with UEN/Entity ID, CorpPass ID and Password



Singapore Corporate Access  
**CorpPass**  
BETA

Singapore Government  
Integrity · Service · Excellence

Contact Us | Feedback | Sitemap | FAQ

CorpPass is now the ONLY login method for corporate transactions with the Government  
Your entity can now transact with more than 140 government digital services. Register for CorpPass now to prevent any disruption to your business transactions!

### Log in with CorpPass

UEN/ENTITY ID

CORPPASS ID

Password

Remember Entity ID

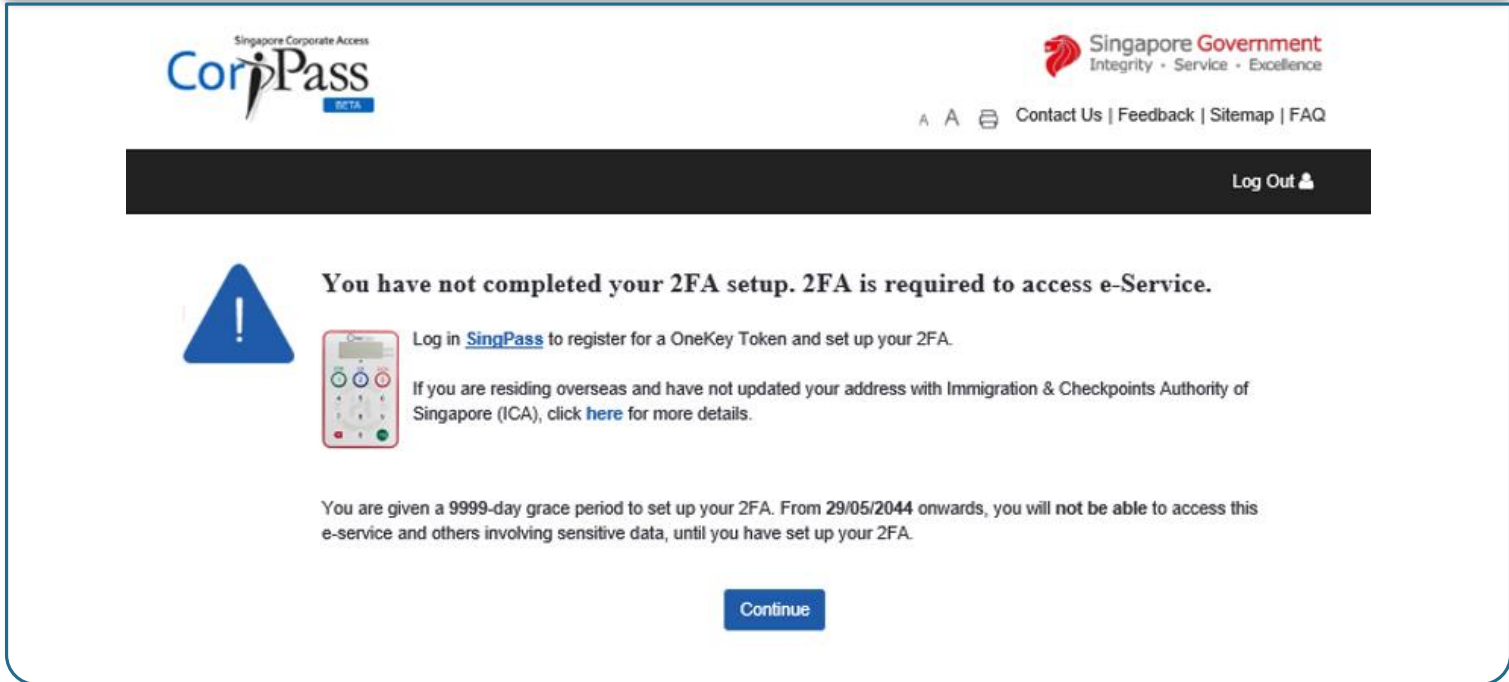
Forgot [Entity / CorpPass ID](#) or [Password](#)

Cancel Login

# Guide For Replying RFA



## Complete 2FA verification.

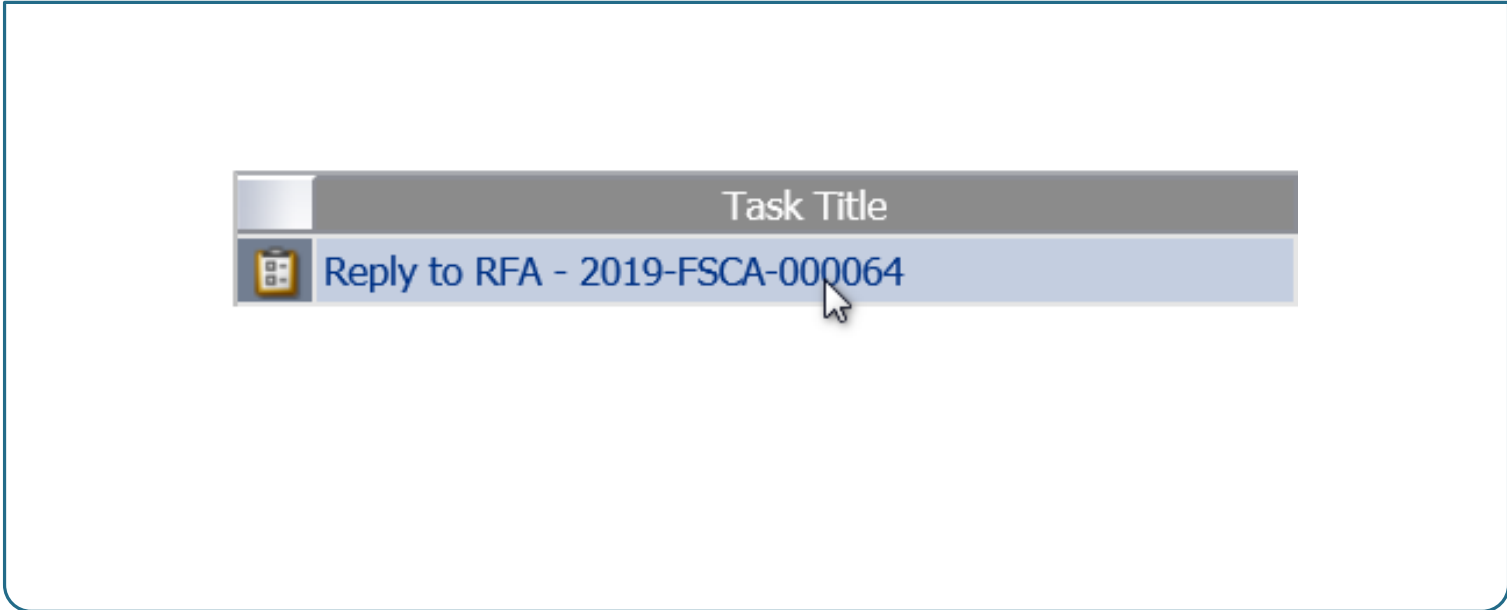


The screenshot shows the CorpPass interface. At the top left is the CorpPass logo with 'Singapore Corporate Access' above it. At the top right is the Singapore Government logo with 'Integrity · Service · Excellence' below it. Below the government logo are links for 'Contact Us | Feedback | Sitemap | FAQ'. A 'Log Out' button with a user icon is in the top right corner. A large blue warning triangle with an exclamation mark is on the left. The main text reads: 'You have not completed your 2FA setup. 2FA is required to access e-Service.' Below this is a small image of a OneKey Token device. The text continues: 'Log in [SingPass](#) to register for a OneKey Token and set up your 2FA. If you are residing overseas and have not updated your address with Immigration & Checkpoints Authority of Singapore (ICA), click [here](#) for more details.' At the bottom, a paragraph states: 'You are given a 9999-day grace period to set up your 2FA. From 29/05/2044 onwards, you will not be able to access this e-service and others involving sensitive data, until you have set up your 2FA.' A blue 'Continue' button is at the bottom center.

# Guide For Replying RFA



The RFA task title will be indicated as “Reply to RFA” followed by the FSCA Reference Number.  
Click on the task to access the RFA.



# Guide For Replying RFA



In the event a response was not received by HSA by the stipulated due date, the following message will occur after clicking on the RFA task. Please click on the close button and provide your response in the latest RFA for the case in your task list.

The screenshot shows the HSA user interface. At the top left is the HSA logo. On the right, it displays 'Last Login Date:' and 'Login as: | Role: | Logout'. Below this is a navigation bar with 'Tasks Search and Enquiry Identity Management'. A blue header bar for the message reads 'Case Completed Message'. The message content is: 'The due date for this RFA is reached. Click on the close button below to close this task and provide your response in the latest RFA found in the task list.' A 'Close' button is centered below the message text.

# Guide For Replying RFA


CorPass Login

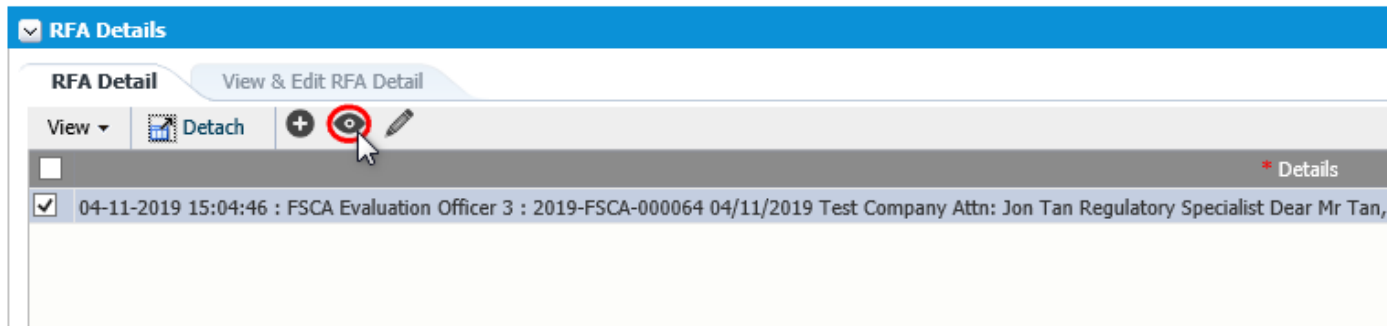
Task List

View RFA  
Details

Create  
Response

Verify and  
Submit

Upon accessing an open RFA, you may select the RFA sent by HSA and click on the *View*  button to view the content.



The screenshot shows the 'RFA Details' interface. At the top, there is a blue header with a dropdown arrow and the text 'RFA Details'. Below this, there are two tabs: 'RFA Detail' and 'View & Edit RFA Detail'. Under the 'RFA Detail' tab, there is a toolbar with a 'View' dropdown menu, a 'Detach' button, a plus sign, a red circle with an eye icon (highlighted by a mouse cursor), and a pencil icon. Below the toolbar, there is a table with one row. The first column has a checkbox with a checkmark. The second column contains the text: '04-11-2019 15:04:46 : FSCA Evaluation Officer 3 : 2019-FSCA-000064 04/11/2019 Test Company Attn: Jon Tan Regulatory Specialist Dear Mr Tan,'. The third column has a red asterisk and the word 'Details'.



# Guide For Replying RFA



CorPass Login

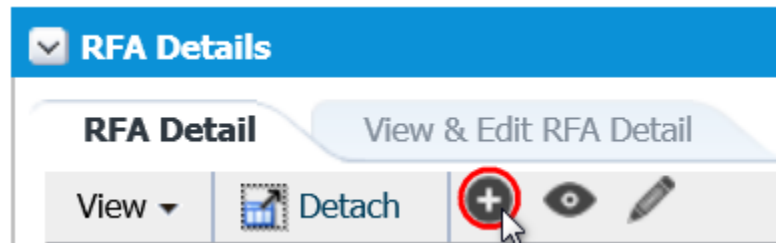
Task List

View RFA  
Details

Create  
Response

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To create a response, please click on the *Add*  button.



# Guide For Replying RFA



CorPass Login

Task List

View RFA  
Details

Create  
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Verify and  
Submit

Please provide your response to the RFA in the text field.

▼ RFA Details

RFA Detail    View & Edit RFA Detail

Please provide details of RFA (request / response) in the box below & any attachments in Attachments section

\* Provide your response here. |

A screenshot of a web application interface for replying to an RFA. It shows a blue header bar with a dropdown arrow and the text "RFA Details". Below this are two tabs: "RFA Detail" (selected) and "View & Edit RFA Detail". A blue instruction line reads "Please provide details of RFA (request / response) in the box below & any attachments in Attachments section". Below the instruction is a large, empty text input field with a red asterisk and the text "Provide your response here." at the top left.

# Guide For Replying RFA


CorPass Login

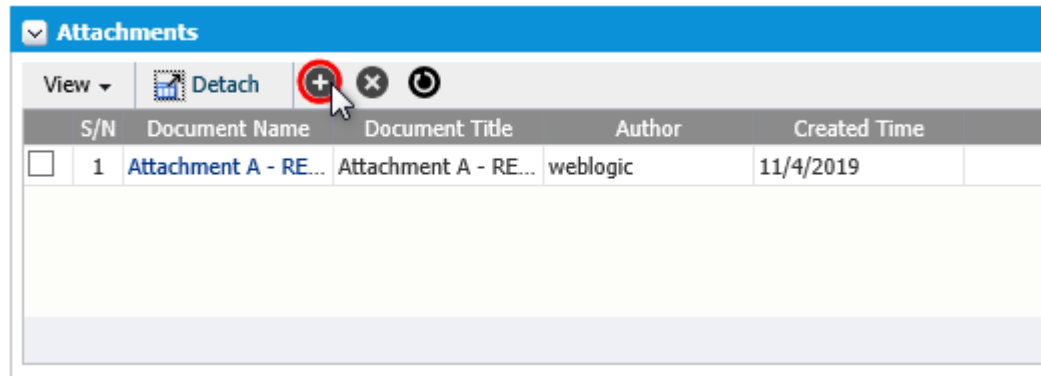
Task List

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Details

Create  
Response

Verify and  
Submit

If you need to submit attachments, please click on the *Add*  button in the attachments section below.



S/N	Document Name	Document Title	Author	Created Time
1	Attachment A - RE...	Attachment A - RE...	weblogic	11/4/2019

# Guide For Replying RFA



Click on Browse and select the attachment.  
After which, click on *Upload and Create Another* to upload more attachments or *Upload and Close* to continue.

*\*The following document types are not permitted in OSCAR: .doc ; .xls ; .ppt ; .msi ; .exe.*  
*\*The file size limit for each attachment is 20Mb.*

**File Upload - RFA Documents**

\* Browse/Update:

\* Document Name

\* Document Title

Document Type

Remarks

# Guide For Replying RFA



If the response is not ready, you may *Save* the draft response. To cancel the task, click on *Close*. Note that a draft will not be saved. If the response is ready, click on *Reply* to submit your response.

**RFA Details**  
View & Edit RFA Detail

Please provide details of RFA (request / response) in the box below & any attachments in Attachments section

- Please provide your response here.

**Attachments**

S/N	Document Name	Document Title	Author	Created Time
<input type="checkbox"/>	1 RFA attachment 1...	RFA attachment 1....	weblogic	11/4/2019
<input type="checkbox"/>	2 Attachment A - RE...	Attachment A - RE...	weblogic	11/4/2019

Save Close Reply

# Guide For Replying RFA



CorPass Login

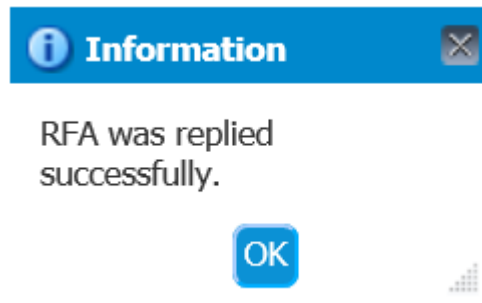
Task List

View RFA  
Details

Create  
Response

Verify and  
Submit

A pop-up will inform you that the RFA was replied successfully.



END



Updated as of Dec 2019