



Monetary Authority of Singapore

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# **FREQUENTLY ASKED QUESTIONS ON THE MAS-FI TRANSACTIONS PLATFORM**

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**Updated 21 February 2023**

# FREQUENTLY ASKED QUESTIONS (FAQs) ON THE MAS-FI TRANSACTIONS PLATFORM

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## **A. General**

### **1. What transactions should I submit via MAS-Tx?**

MAS-Tx is a portal that consolidates FI regulatory transaction data across different MAS systems in a single place. This will allow FIs to view their upcoming tasks, retrieve past transactions, and navigate to submission channels from a single place. Currently, only a very small number of transactions are to be submitted on MAS-Tx itself. Nevertheless, we encourage FIs to navigate to submission channels via MAS-Tx so that FIs can be certain that they are using the latest forms and the correct submission channels for each transaction.

New submission channels have been created for all regulatory applications, notifications and submissions that were previously submitted to MAS via email and FormSG. Only submissions made through these updated submission channels will be recorded in MAS-Tx as past transactions, allowing FIs to keep better records of their submissions to MAS.

With the exception of an entity's initial licence application, MAS-Tx will support navigation to all other Capital Market-related transactions listed in MAS' compliance toolkits. The relevant compliance toolkits are the SFA Compliance Toolkits, Compliance Toolkit for Financial Advisers, Compliance Toolkit for Insurance Brokers, and the Compliance Toolkit for the Trust Industry.

### **2. What transactions are available on MAS-Tx?**

FIs may refer to the Compliance Toolkits on the MAS website for:

- [Submissions under the Securities and Futures Act](#)
- [Financial Advisers](#)
- [Insurance Brokers](#)
- [Licensed Fund Management Companies](#)
- [Real Estate Investment Trust Managers](#)
- [Registered Fund Management Companies](#)
- [Licensed Trust Companies; Exempt Trust Companies; Exempt Persons Providing Trust Services; and Trustees of Approved Collective Investment Schemes](#)
- [Venture Capital Fund Managers](#)

Except for initial licence applications, such as Form 1 – Application for a Capital Markets Services Licence, all transactions within the Compliance Toolkits listed above are navigable from MAS-Tx. In addition, FIs will be notified of the due dates for returns listed in the above Compliance Toolkits via MAS-Tx.

- 3. Since only transactions related to Capital Markets licenses are currently available in MAS-Tx, can we continue to submit other types of transactions, eg. banking, insurance, payments transactions, via email to our designated MAS officers?**

Yes, transactions outside of the indicated compliance toolkits should continue to be submitted via their original modes of submission.

- 4. Are we able to check the complete list of regulatory forms to submit for each type of FI license obtained via MAS-Tx? For example, if the FI is applying for additional CMSL product license, how does the FI know what are the additional forms required? In addition, after obtaining the additional license, would it appear in the MAS-Tx task list automatically or do we have to manually add it in?**

The complete list of regulatory submissions and forms are in the respective Compliance Toolkits, i.e. SFA Compliance Toolkits, Compliance Toolkit for Financial Advisers, Compliance Toolkit for Insurance Brokers, and the Compliance Toolkit for the Trust Industry. Except for initial licence applications (such as Form 1 – Application for a Capital Markets Services Licence), all transactions within these Compliance Toolkits will be automatically accessible via MAS-Tx in accordance with the entity's licence. Transactions outside of the indicated compliance toolkits should continue to be submitted via their original modes of submission.

**5. Will circulars and announcements be accessible from MAS-Tx?**

Circulars and announcements are currently not accessible on MAS-Tx but will be made available on MAS-Tx at a later date.

**6. Where do we find the old circulars?**

Old circulars are still currently found in MASNet.

**7. The reminder functionality in the system is valued for its contribution in mitigating ORM risks. But, if stakeholders encounter unforeseen submission delays because of problems with MAS Tx reminders, will any forbearance be shown?**

The reminder feature does not discharge FIs of their regulatory obligations to MAS. Nonetheless, if a delay is caused by a fault on MAS-Tx, we will investigate and review the matter together with your MAS supervisor.

**8. Will surveys be available on MAS-Tx?**

Yes. One-off surveys (eg. Covid-19 survey) will be available on MAS-Tx from Q2 / Q3 2023. We will provide an update in due course on the timeline for surveys currently submitted via MASNet (eg. Manpower survey) to be accessible via MAS-Tx.

**9. For the MAS invoice and billing, would there be a tab where the document can be downloaded for our accounts in MAS-Tx platform? It used to be retrievable in MASNET.**

We are working on making your MAS bills and invoices accessible via MAS-Tx later this year. Meanwhile, please continue to retrieve it via existing channels.

- 10. I am responsible for making submissions to MAS for multiple entities with different UENs. Can I see all the transactions for all my entities in one place?**

No, unfortunately you will have to login to each UEN separately.

- 11. As users are identified by NRIC number, can these be partially masked in view of PDPA?**

The user's NRIC number will be masked and encrypted in our system.

- 12. Will there be a test portal to try out this new MAS-TX portal?**

We do not have a separate test portal, but we do have a test form that you can try out. It is labelled "[Test Form Submission] For Virtual Guide Testing" under Entity Activities and Particulars category.

Please ensure that you are able to access and submit transactions under the "Entity Activities and Particulars" category. To access the category, you should approach your FI's CorpPass Admin to assign you any of the following user roles: "Liaison Officer", "Adhoc User" or "Activity Particulars".

## **B. MASNet and MAS-Tx**

### **13. Will MAS-Tx be replacing MASNet?**

MAS-Tx will replace the MASNet portal by end 2024. Specifically, it will replace the MASNet login, user access management, navigation, and access to circulars. Replacement of underlying MASNET processing systems, such as the module to submit regular returns, will not be on the same timeline. These systems will only be upgraded gradually over time.

### **14. If I have connected to MAS-Tx, do I still need to retain my MASNet accounts and pay for my MASNet IDs?**

Yes, FIs need to retain their MASNet accounts to continue to make certain submissions prior to the full migration to MAS-Tx by end-2024. Until the migration is completed, FIs will need to retain their MASNet accounts. Hence, you will still be required to pay for your MASNet IDs until migration has been completed.

### **15. How should I make MASNet-related submissions during the transition between MASNet and MAS-Tx?**

You should continue to make MASNet-related submissions via MASNet. MASNet-related submissions that are listed in the relevant compliance toolkits will also be navigable via MAS-Tx. Logging into MAS-Tx will allow you to see your MASNet-related submissions as an upcoming task and its due date. If you click through the upcoming task, you will be redirected into MASNet to make your submission.

We are currently testing out the connection between MASNET and MAS-Tx and hope to allow FIs to be able to view their past MASNET submissions on MAS-Tx by end 2024.

**16. Will MAS-Tx show submissions done via MASNET?**

Currently, only submissions via FormSG will be retrievable as past transactions. Submissions made via other channels, eg. MASNet, will not be retrievable within the MAS-Tx yet, but will be navigable and have their upcoming tasks displayed in MAS-Tx.

**17. If I have existing access to MASNet, do I automatically have access to MAS-Tx?**

Having access to MASNet does not give you automatic access to MAS-Tx. To access MAS-Tx, you will need your Corppass admin to add an E-service called "FI Transactions Platform" to you.

**18. If I already have access to MASNET, do I still need to be assigned this e-service in Corpass?**

When your CorpPass Admin assigns MAS' e-Services to you, they should exclude any e-Services that you currently already have access to, from that request.

**19. Are the application roles for the users on MASNET the same as that for MAS-Tx?**

The roles are different for MAS-Tx. FIs will be required to assign MAS-Tx user roles separately and you may refer to Annex A of Circular No.: CMI 28/2022 or Section 4 of the MAS-Tx User Guide for the breakdown of the MAS-Tx user access rights.

**20. Is the Liaison Officer role for MAS-Tx the same as that for MASNET?**

Do note that the Liaison Officer role in MAS-Tx is different from that in MASNET. In MAS-Tx, the Liaison Officer role is able to see all transactions with MAS that are submitted by anybody within their FI. On MASNET, the Liaison Officer role manages the FI's user access. User access in MAS-Tx is

instead managed by the CorpPass Admin and/or Sub-Admin. Additionally, the Liaison Officer role is not directly carried over from MASNET to MAS-Tx. Hence, even if a person is already a Liaison Officer in MASNET, the CorpPass Admin will still have to assign the Liaison Officer role to that user in CorpPass for the "FI Transactions Platform" eService. We apologise for the confusion during this transitional period.

- 21. Currently on MASNET, we are able to assign specific users to submit specific returns (e.g. complaints statistics). The user is restricted from submitting other returns (e.g. financial returns). Is such user access management at the return level available on MAS-Tx?**

At present, with the exception of an entity's initial licence application, MAS-Tx will support navigation to all other Capital Market-related transactions listed in MAS' compliance toolkits. These transactions are categorised into 5 different categories. The categories are: Regular Data Returns, Staff & Representatives, Shareholders & Management, Entity Activities & Particulars, Incidents & Breach Reporting. You can refer to the MAS-Tx Category in the Compliance Toolkits to see which category the transactions may be found under.

Users who are assigned category-based roles will be able to access and submit all transactions under that category. For example, a user who is assigned the "Regular Data Returns" role will be able to access all transactions that are grouped under the "Regular Data Returns" category.

- 22. Currently, we receive complaints escalated by clients via MASNET mailbox. Will it be available on MAS-Tx?**

There are plans to bring complaints, circulars/announcements onto MAS-Tx at a later stage. For now, it will remain on existing MASNet channels.

- 23. We need to receive MOM Discharge Report (previously via MASNET mailbox). Can we know which MAS-Tx role we should select?**

For MASNet mail access, you should continue to login via MASNET. We will inform you of the appropriate user roles when MASNET mail is made available in MAS-Tx.

- 24. Will we be provided a new mailbox address for MAS-Tx? Previously our masnet mailbox is ending with @masnet.mas.gov.sg.**

Emails from MAS-Tx are sent to your CorpPass registered email. There will not be a separate MAS-Tx email address assigned to FIs.

- 25. Would all the past reports sent to our MASNet mailbox ported over to MAS-Tx?**

There are no plans to migrate past correspondence on MASNET mail to MAS-Tx. We will review this in future if FIs require this.

- 26. Will MAS be sending out email reminders to inform us to switch to MAS-Tx from MASNet before it phased out?**

MAS will provide ample notice via circulars and announcements on MASNet and MAS-Tx, prior to the full decommissioning of MASNet.

- 27. I login to MASNet to access daily reports (Services) by using Singpass. Will this access still remain in MASNet or will it move over to MAS-Tx?**

Please continue to access your MASNet reports via MASNet. For now, MAS-Tx only supports navigation to Capital Market-related submissions listed in MAS' compliance toolkits. You will be notified beforehand if there will be any changes to MASNet services.

**28. Do we start submitting the MEPS contingency file via MAS-Tx?**

Please continue with existing submission channels if it is not currently on MAS-Tx. For now, MAS-Tx only supports navigation to Capital Market-related submissions listed in MAS' compliance toolkits (with the exception of an entity's initial licence application). We will gradually onboard more submissions on MAS-Tx over time.

**29. Will the thematic reporting currently in MASNet be migrated to MAS-Tx?**

Please continue to access your MASNet reports via MASNet. For now, MAS-Tx only supports navigation to Capital Market-related submissions listed in MAS' compliance toolkits. You will be notified beforehand if there will be any changes to MASNet services.

## **C. Setting up your CorpPass to access MAS-Tx**

### **30. How do I access MAS-Tx?**

MAS-Tx is accessed using SingPass / CorpPass. Individual user access can be controlled by FIs within CorpPass.

Please refer to Section 2 of the MAS-Tx User Guide for more details on setting up your FI's CorpPass access to MAS-Tx.

Your **CorpPass Admin** will have login to CorpPass to:

- i. Add e-Services to FI:
  - a. Click on "e-Services" tab > "Select Entity's e-Services" > Enable e-Services access to "MASNET", "FI Transactions Platform" and "FormSG"
- ii. Assign e-Services and user roles to staff
  - a. Click on "e-Services Access" tab > "Assign selected e-Services".
  - b. Select name of staff that you wish to grant access to the MAS-Tx
  - c. Select "MASNet", "FI Transactions Platform" and "FormSG" e-Services
  - d. Select staff's role on MAS-Tx

### **31. In order to submit returns on MAS-Tx, is the assigned user required to have a SingPass account?**

Yes, MAS-Tx is accessed using SingPass/CorpPass only. Your CorpPass administrator has to enable and assign access to individual users.

### **32. Must I be a CorpPass Admin to be able to assign e-Services and user roles? Can it be done by a CorpPass Sub-Admin?**

Only the CorpPass Admin will be able to add e-Services to the FI. After the CorpPass Admin has added the 3 MAS e-Services to the FI, they may add these e-Services to a CorpPass Sub-Admin's assignment profile. This will allow that CorpPass Sub-Admin to manage CorpPass user access for

the 3 MAS e-Services. **As an FI CorpPass Admin, do I have to assign all 3 e-Services (i.e. "FI Transactions Platform", "FormSG" and "MASNet") to all my FI users?**

For your FI users to access MAS-Tx, you must assign them the "FI Transactions Platform" e-Service. You may then refer to the relevant compliance toolkits for the mode of submission for the submissions that your FI user is responsible for. If the mode of submission is "FormSG via MAS-Tx" or a form.gov.sg hyperlink, your FI user will require access to MAS' "FormSG" e-Service. If the mode of submission is "MASNET", your FI user will need access to a MASNET account and access to MAS' "MASNET" e-Service.

**33. As an FI CorpPass Admin, do I have to assign all 3 e-Services (i.e. "FI Transactions Platform", "FormSG" and "MASNet") to all my FI users?**

For your FI users to access MAS-Tx, you must assign them the "FI Transactions Platform" e-Service. You may then refer to the relevant compliance toolkits for the mode of submission for the submissions that your FI user is responsible for. If the mode of submission is "FormSG via MAS-Tx" or a form.gov.sg hyperlink, your FI user will require access to MAS' "FormSG" e-Service. If the mode of submission is "MASNET", your FI user will need access to a MASNET account and access to MAS' "MASNET" e-Service.

**34. If the user already has the access to MAS-Tx platform but was redirected to MASNET or FormSG for the submission of the returns, does it mean that the said user would similarly need to have a separate user account access created in these platforms (i.e. MASNET and FormSG)?**

Yes. MAS-Tx provides a consolidated view of an FI's transactions and redirects users into the appropriate systems for submissions. Hence, users will need access to the systems that they are redirected to. Most submissions will be on FormSG or MASNET and our user guide provides

step by step instructions on how to set up access to the respective systems.

**35. Must MAS-Tx users be an employee of the firm? We rely on third party service providers for some submissions.**

At present, access will only be possible for users who have been directly linked to each FI's CorpPass account and granted the appropriate access. We will be supporting CorpPass' Third Party Entity access to MAS-Tx in the later part of 2023.

## **D. Setting up your MAS-Tx User Roles**

- 36. As an FI CorpPass Admin, how should I decide what MAS-Tx user role(s) to assign my FI users?**

You may refer to the relevant compliance toolkits for the MAS-Tx category for the submissions that your FI user is responsible for. The user roles correspond to the categories. For example, if the MAS-Tx category indicated for a submission is "Entity Activities & Particulars", you may assign the user role "Activity Particulars" to the user responsible for submitting it. If a user needs access to all categories, you can assign the person the "Liaison Officer" role instead of repeating the role assignment process for all 5 categories. The "Adhoc User" role can be assigned to users doing one-off submissions or if a user is only responsible for a small number of transactions within a category. They will only be able to see transactions that they themselves have submitted. For more info on user roles, you can refer to Section 4 of the User Guide on our site.

- 37. Can we assign multiple MAS-Tx CorpPass roles to a person if that person is responsible for submissions in more than one MAS-Tx category?**

Yes you can assign multiple roles to a single user. If a person needs access to all categories, you can assign them the "Liaison Officer" role to avoid having to repeat the process of adding each role individually.

- 38. Can multiple people share the same MAS-Tx role?**

Yes multiple people can have the same MAS-Tx role in CorpPass.

**39. Who should we assign the "Adhoc User" role to?**

The "Adhoc User" role can be assigned to users doing one-off submissions or if a user is only responsible for a small number of transactions within a category. They will only be able to see transactions that they themselves have submitted. For more information on user roles, you can refer to Section 4 of the User Guide on our site.

**40. Do you recommend FIs to allocate all existing MASNET users "Adhoc User" roles?**

You should do this if you want these users to retrieve their own submissions only (i.e. they will not be able to see their colleagues' submissions).

**41. Liaison officer will be able to view all past submissions as well as reports that are due for submission under upcoming tasks. Will the Ad-hoc user be able to view the transactions that are due for submissions as well? In the event when the Liaison officer already submitted the report, will Ad-hoc user be able to view this submission under "Past Transactions"?**

If you have an Adhoc User role only, you will not be able to see any upcoming task. The Adhoc User will only be able to view past submissions that they have personally made. Hence, in the event when the Liaison Officer already submitted the report, the Adhoc will not be able to view the transactions that the Liaison Officer has made.

**42. Are we able to see the user roles and user access granted on MAS-Tx?**

No, you will have to login to CorpPass to view the MAS-Tx user roles and access that was assigned to you by your CorpPass Admin. You may download the MAS-Tx user guide from MAS-Tx website and refer to Section 3B.

- 43. How many users would be allowed to onboard to this platform from each FI? Considering that different FI might have different organisation set up on their engagement with the MAS.**

FIs may grant any number of users access to MAS-Tx via CorpPass.

- 44. What are the returns that can be submitted under "Regular Data Returns" roles?**

You may refer to the compliance toolkits that are relevant to your FI's license type. Under the "MAS-Tx Category" column of the compliance toolkits, submissions that are indicated as "Regular Data Returns" can be submitted by a user that has been assigned the "Regular Data Returns" role.

- 45. I am the liaison officer for my company. Where can I find my role profile in MAS-Tx?**

You will need to ensure that your CorpPass account has been assigned the "Liaison Officer" user role on MAS-Tx as well. To check your MAS-Tx role profile, please login to your CorpPass Account > "View My Profile" > "Assigned e-Services". Under the "Assigned e-Services" column, check that you have "FI Transactions Platform" e-services assigned to you and refer to the "Role" column next to it.

Please approach your FI's CorpPass Admin if you have not been assigned an appropriate MAS-Tx user role.

- 46. What is the role that I will need to access the Balanced Scorecard Report (BSC)?**

The Balanced Scorecard Report is located under the "Staff & Reps" menu navigation category tab. You will need to be assigned the "Staff Reps" user role.

## **E. Navigation Bar**

- 47. I have been assigned a liaison officer role but the “shareholders & management” tab is greyed out for me. Any reason why?**

Only transactions within the relevant compliance toolkits are currently available in MAS-Tx. As a liaison officer, you will be able to navigate to all the menu navigation categories that are currently available to your FI's licence. It is likely that we have not placed any of the transactions from the compliance toolkit that is relevant to your FI's licence in the "Shareholders & Management" category.

If you are unsure if the category should be greyed out for your FI, please write it to MAS Helpdesk at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) and we will look into it.

- 48. I noticed that the "Staff & Representatives" and "Shareholders & Management" tabs are greyed out for me. Why are these tabs not accessible?**

It is likely that you were not assigned access to these roles. Please login to your CorpPass account to view the MAS-Tx user roles and access that was assigned to you by your CorpPass Admin. To view the "Staff & Representatives" and "Shareholders & Management" tabs, you will need to be assigned any of the following roles:

- Both the "Staff Reps" and "Shareholders Mgt"
- Liaison Officer
- Adhoc User

In the event you are already assigned as the "Liaison Officer", it is likely that we have not placed any of the transactions from the compliance toolkit that is relevant to your FI's licence in the "Staff & Representatives" and "Shareholders & Management" category. If you are unsure if the category should be greyed out for your FI, please write

it to MAS Helpdesk at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) and we will look into it.

**49. How do I access the Tax Incentives category?**

At present, the Tax Incentives category is not available on MAS-Tx hence it has been disabled for all users. We will advise on the scope of and access to the Tax Incentives category closer to its launch.

## **F. Upcoming Tasks**

### **50. Why do I see different upcoming tasks from my colleagues?**

The upcoming tasks displayed to a user are dependent on their MAS-Tx user role in CorpPass. If a person has a "Regular Returns" role only, for example, they will only be able to see upcoming tasks under the "Regular Data Returns" category. The "Adhoc User" role will not be able to see any upcoming tasks for now. Only the "Liaison Officer" role has oversight of tasks across all categories.

### **51. If an Adhoc User cannot see a task, can they still make a submission relating to a task?**

Yes, the Adhoc User can navigate to the submission page from the blue navigation bar. When another user who has full access to that category sees the submission among their Past Transactions, they can proceed to hide the task so that they do not continue to receive email reminders for that task.

### **52. I made a submission but the task still shows on my Upcoming Tasks list.**

The Upcoming Tasks list acts as a to-do list, where you'll have to hide tasks manually after you have completed them. If you have successfully made a submission, please go ahead to hide the corresponding task so that you don't continue receiving reminders for it.

### **53. I made my submission on MASNET. Do I need to resubmit it on MAS-Tx?**

No you do not need to resubmit transactions submitted on MASNET. MAS-Tx provides a consolidated view of upcoming tasks and past submissions across all systems that FIs use to transact with MAS. It also aims to move submissions off individual MAS officers' emails to enable

centralised tracking of submissions. All submission channels within the Compliance Toolkits will be navigable via MAS-Tx by end-2024. However, the underlying systems will not be replaced within the same timeline. For example, in MAS-Tx, an FI may be notified of an upcoming deadline for their Annual Auditor's Report. Clicking through that upcoming task will redirect the FI user into the appropriate data submission channel in FormSG. After submission, the FI will be able to see a record of their FormSG submission in MAS-Tx.

**54. Will an upcoming task disappear from my dashboard if someone else from my FI hides the task?**

Yes, the list of upcoming tasks will be updated for all users within an FI if a user hides or unhides a task. Do note that the hiding and un hiding of tasks has to be done manually today - tasks will not automatically disappear even after somebody completes a task.

**55. What should I do if I see an upcoming task that is not applicable to my FI?**

Please write to MAS Helpdesk at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) with the following details:

- FI Name
- Company UEN
- Submissions that are not applicable to your FI

In the meantime, to avoid continued email reminders on those tasks, you can hide them in your Upcoming Tasks.

## **G. Submitting on MAS-Tx**

**56. Will MAS-Tx also support submissions made via XFDF format?**

No, the file attachment is only applicable for the following formats: .txt,.pdf,.docx,.pptx,.png,.zip,.doc,.ppt,.xls,.xlsx,.jpg,.gif,.gz,.csv

Please also ensure that the file is not corrupted. All file permission settings and password protection settings have to be removed as well.

**57. Are we able to send request for reopen period for resubmission via MAS-Tx?**

Currently there is no request for re-open feature. You may still make re-submissions and your MAS Officer will be notified of the re-submission.

**58. Are we able to resubmit a return again if another staff in the FI was not aware that this return had already been submitted for the particular month? Are there any control checks on MAS-Tx?**

After making a submission, the staff can choose to hide their completed task to prevent other colleagues from resubmitting again. However, if you do need to make a resubmission, MAS-Tx does not prevent FIs from using the same form multiple times if submitted via FormSG page on MAS-Tx site. Each submission will be treated as a new submission and displayed as a separate record in the "Past Transactions" section and "All Transactions" page. Please inform your MAS Officer via email if you have made a resubmission and would like them to ignore your earlier submission.

**59. Some reports (e.g. breaches) are treated with utmost confidentiality within bank. If files in MAS-Tx cannot be password protected, can we continue to send confidential reports via email?**

At present, only transactions related to Capital Markets licenses are available on MAS-Tx. Transactions outside of the indicated compliance

toolkits (e.g. Banking, Insurance, Payments) should continue to be submitted via their original modes of submission.

MAS will ensure that the information security and data classification of each return or report commensurate with the security levels of the platform before collecting it via MAS-Tx. If there are highly confidential documents that you wish to provide as part of your submission, you may email your MAS Officer to check beforehand.

**60. How can we assign a specified submission to an adhoc user?**

At present, it is not possible to assign a specific submission to an adhoc user. Adhoc users can submit any transaction, but will only be able to see what they themselves have submitted.

**61. What is the retention period for existing submissions in MAS-Tx?**

We intend to retain files in line with the 6-year limitation of actions of contract under Singapore's Limitation Act 1959. That said, older files may be kept in cold storage for cost efficiency. This and the need to charge for retrieval of such files will be subject to further review.

**62. Will I be able to see submissions that my FI made prior to launch?**

Only submissions made on the FormSG links in the updated compliance toolkits / MAS-Tx after 11 Jan will be reflected in the "All Transactions" page; and have access to acknowledgement pdfs.

## **F. Email Notifications**

- 63. Regarding the email reminder/notification feature, can an FI assign a distribution list/email (not a specific personnel email) in MAS-Tx such that reminders are widely received by an FI?**

Currently, the email notifications are sent to your CorpPass-registered email address. We will monitor if there is a need to allow additional email recipients for alerts in the future.

- 64. Where do we check if our email address is correctly setup?**

As a user, you may login to your CorpPass account. Proceed to the "View My Profile" > "Profile" tab, and view the email address as stated in the "Contact Details" section of your profile.

- 65. Does the email notifications task reminder also apply to surveys from MAS?**

Yes. In the future, surveys will be implemented on MAS-Tx and users will be able to receive email notifications.

## **G. Other Transactions: Compliance Toolkit**

**66. What banking transactions will be available on MAS-Tx?**

We will provide more clarity on the introduction of banking transactions on MAS-Tx later this quarter.

**67. Are the regulatory submissions to MAS found in the Compliance Toolkit for Wholesale Banks and Full Banks captured in MAS-Tx?**

At present, banking transactions are not available in MAS-Tx. They will be made available on MAS-Tx over the next two years. More details on the introduction of banking transactions on MAS-Tx will be provided by the end of this quarter.

## **H. Others: Specific Submissions**

- 68. Where should we submit our Quarterly Income & Expenditure Statement?**

This should continue to be submitted via MASNET.

- 69. Are the upcoming Manpower and Asset Management surveys to be done via MASNET? They are not showing up on the Upcoming Tasks section on MAS-Tx.**

Yes, these surveys should continue to be submitted via MASNET. At present, only transactions explicitly stated in the relevant compliance toolkits are available on MAS-Tx. As such, these surveys will not show up as Upcoming Tasks yet.

- 70. For those regular MAS surveys (e.g. Asset Management Survey, Manpower Survey, Survey of Services, etc), would they be submitted via MAS-TX in future? If yes, what will be the approximate timeline and which submission category would these surveys fall under on MAS-TX (e.g. Regular Data Returns or a new category)?**

We will provide an update in due course on the timeline for surveys currently submitted via MASNet (eg. Manpower survey) to be accessible via MAS-Tx.

- 71. For the submission of Financial Sector Incentive (FSI) Scheme, would it be submitted via MAS-TX by this year or in future?**

We will provide an update in due course on the timeline for FSI Scheme when it is available. In the meantime, you should continue to be submit FSI Scheme via its original mode of submission.

- 72. I noticed that when we are making submission for SFA returns on MAS-Tx, we are redirected to MASNET. Can we submit SFA returns through MASNET directly or do we have to login to MASTx to get redirected to**

**MASNET to submit returns? If I submit through MASNET directly, does it get reflected in MAS-Tx past transaction?**

FIs can login to either MAS-Tx or the existing MASNet portal to navigate to the appropriate submission pages for MASNet-related submissions.

Currently, only submissions via FormSG will be retrievable as past transactions. Submissions made via other channels, eg. MASNet, will not be retrievable within the MAS-Tx yet, but will be navigable and have their upcoming tasks displayed in MAS-Tx.

**73. For submissions relating to breaches, incidents, proposals, concessions, do we continue submitting via email to our MAS officers? I am unable to locate a submission button for such items in MAS-Tx.**

Please continue with existing submission channels if it is not on MAS-Tx. We will gradually onboard more submissions on MAS-Tx over time.

**74. When will the Form A B C D for the MAS Annual Return templates be ready on the platform for download? The web link is not live currently.**

We currently do not have a confirmed date for this form to be downloaded on MAS-Tx. We are working on getting all submissions onboard later this year/early next year.

**75. Will MAS753 submission still be via email?**

MAS Notice 753 is a banking transaction. Only transactions related to Capital Markets licenses are currently available in MAS-Tx. Transactions outside of the indicated compliance toolkits (e.g. banking, insurance, payments) should continue to be submitted via their original modes of submission.

**76. For submission of MAS643A, the role to be allocated should be "Adhoc User" role?**

MAS643A is a banking transaction. Only transactions related to Capital Markets licenses are currently available in MAS-Tx. Transactions outside of the indicated compliance toolkits (e.g. banking, insurance, payments) should continue to be submitted via their original modes of submission.

## **I. Others: Queries relating to troubleshooting**

- 77. I see an unfamiliar form being shown on my menu navigation "Regular Data Returns" tab. How do I check whether the form is applicable for my FI?**

You may email your MAS Officer to check if the form is applicable to your FI. If the form is not applicable to your FI, please write to us at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) with the details of the form and we will look into it.

- 78. I see an unfamiliar form being shown on my upcoming tasks. How do I check whether the form is applicable for my FI?**

You may email your MAS Officer to check if the form is applicable to your FI. If the form is not applicable to your FI, please write to us at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) with the details of the form and we will look into it.

- 79. I see forms that are not applicable to my company being shown under the Upcoming Task section. Do we need to inform MAS Helpdesk?**

We apologise for the additional transactions showing in your upcoming tasks. Do write to us at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) with the details of the form and we will look into it. In the meantime, you can click the 'hide' button next to the task so that you and your colleagues do not continue receiving email reminders for these tasks.

- 80. My entity's MAS-Tx dashboard was assigned a task that is not applicable for my entity (i.e Balanced Scorecard Report). We are an exempt FA and do not sell insurance products. Can we remove it from my entity's dashboard?**

We are currently working to fix this. In the meantime, you can click the 'hide' button next to the task in the Upcoming Tasks panel on MAS-Tx, so that you and your colleagues do not continue receiving email reminders

for the Balanced Scorecard Report. We apologise for the inconvenience caused.

- 81. I see that some of the submissions that we have made in early January through MASNET remains outstanding on MAS Tx. Do we need to submit the same forms again to MAS Tx? (ie Form 1&2, NIL Representative Misconduct)**

If you have already made your submission via MASNET, there is no need to resubmit them via MAS-Tx. Click on the 'hide' button next to these tasks so that you and your colleagues do not continue to receive email reminders for these tasks.

- 82. We have submitted q422 returns via MASNET platform. However, the form is still reflected as an upcoming task on MAS-Tx. What should we do?**

The "Upcoming Tasks" section displays a list of required submissions and their respective due dates up to 3 months in advance. After you have made a submission, please hide the task so that you or your colleagues do not get an email reminder.

- 83. I made a submission to MAS via FormSG but I don't see it in my "Past Transactions" or "All Transactions" page on MAS-Tx. What should I do?**

At present, the "Past Transactions" sections and "All Transactions" page are in beta mode and only support transactions made via FormSG. If you do not see the record reflected in your "Past Transactions" section or "All Transactions" page, check your email inbox to see if you have received an error message (corrupted file/password protected). If you haven't received one, send us an email at [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg) for us to troubleshoot.