

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 OSCAR Admins

Login

Task List

View RFA Details

Create
response

Verify and
Submit

Click on the Singpass icon as shown below.

Login to OSCAR?

LOG IN WITH

singpass

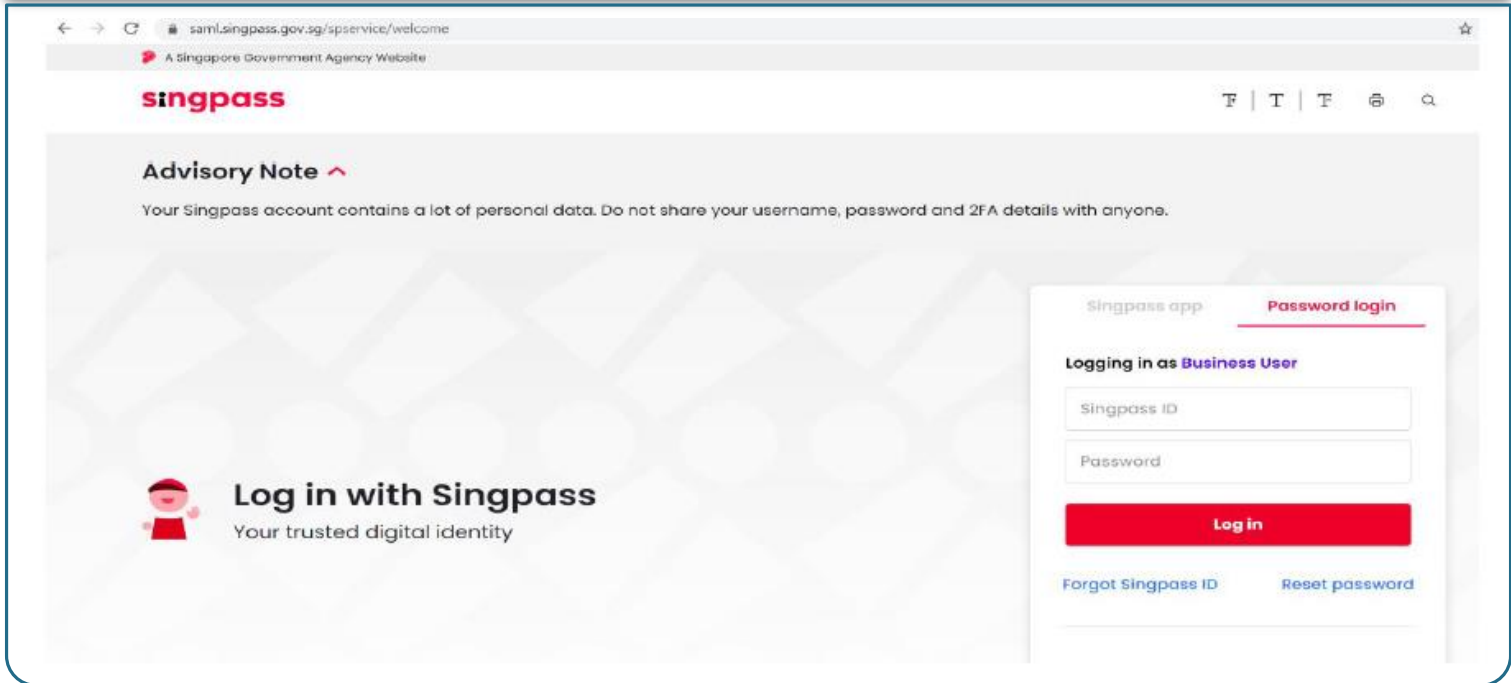
or

OSCAR ID

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Enter the details and click on log in.



Login


Task List

View RFA Details

Create response

Verify and Submit

Complete 2FA verification.

Log Out 



You have not completed your 2FA setup. 2FA is required to access e-Service.



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.

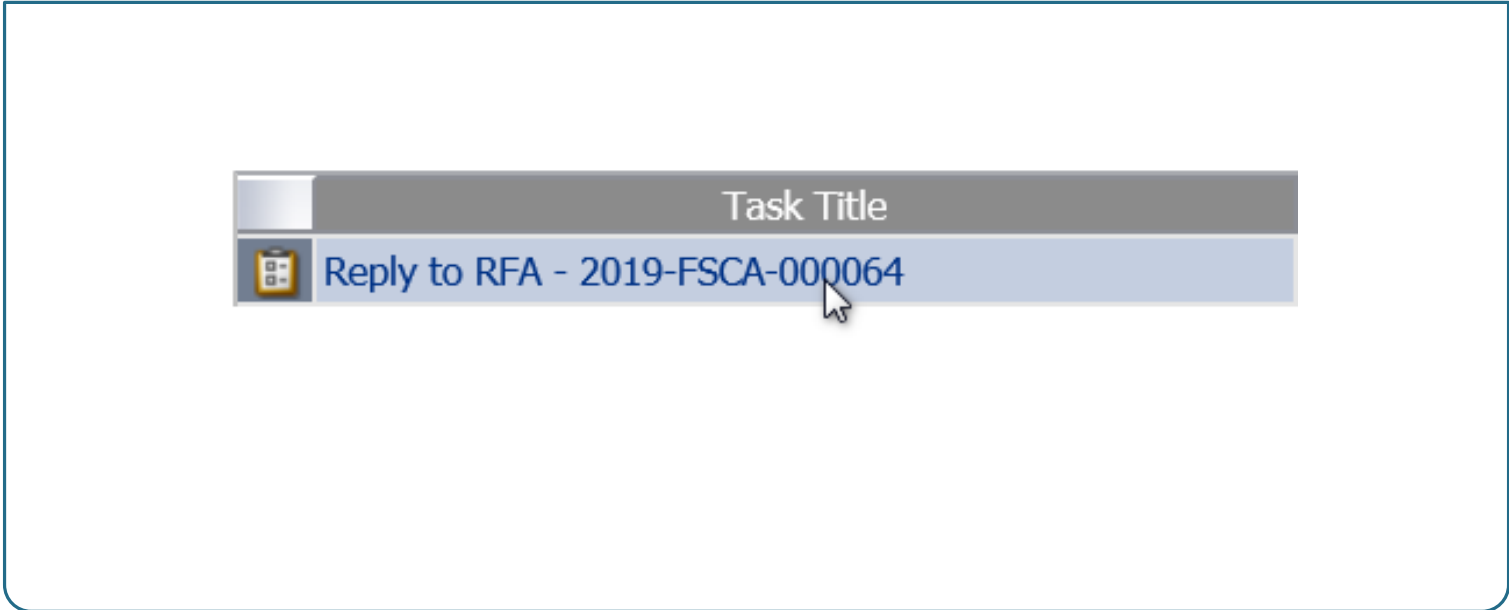
You are given a 9999-day grace period to set up your 2FA. From 29/05/2044 onwards, you will not be able to access this e-service and others involving sensitive data, until you have set up your 2FA.

Continue

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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.



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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 OSCAR Admin 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 reads 'Case Completed Message'. The main content area contains the text: '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.' Below the text is a small blue button labeled 'Close'.

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

RFA Detail		View & Edit RFA Detail
View ▾	Detach	+  
<input type="checkbox"/>		* Details
<input checked="" type="checkbox"/>	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,	

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Login

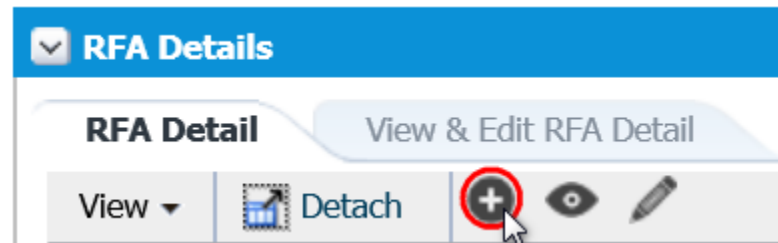
Task List

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



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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. |

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

Attachments					
View ▾  Detach   					
S/N	Document Name	Document Title	Author	Created Time	
<input type="checkbox"/>	1	Attachment A - RE...	Attachment A - RE...	weblogic	11/4/2019

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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: Browse...

* Document Name

* Document Title

Document Type

Remarks

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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

RFA Detail 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

View Detach

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

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Login

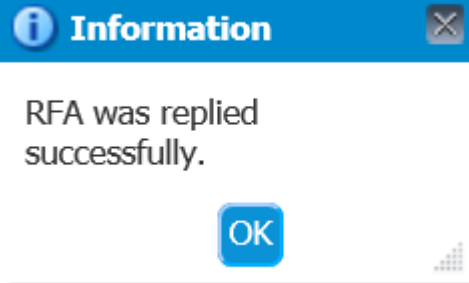
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A pop-up will inform you that the RFA was replied successfully.



END



Updated as of July 2021