

# FAMILY INTEGRATED APPLICATION MANAGEMENT SYSTEM (iFAMS)

# For

# **FAMILY JUSTICE COURTS**

# **USER GUIDE for General Public**

#### **Terms of Use**

Disclaimer of Warranties and Liabilities

The contents in this User Guide are provided on an "as is" basis without warranties of any kind. As a condition of the use of this User Guide, the user expressly agrees to assume all risks, howsoever arising, associated with its use. Nothing in this User Guide shall be construed as containing any legal advice by the Family Justice Courts. If in doubt, the user should seek qualified legal advice with respect to any queries or issues arising in connection with the use of this User Guide. To the fullest extent permitted by law, the Family Justice Courts disclaim all warranties and representations (express or implied) as to the accuracy, correctness, reliability, timeliness, or fitness for any particular purpose of any and all contents of this User Guide. Under no circumstances shall the Family Justice Courts be liable to any person for any direct, indirect, consequential, incidental or special loss or damage of any kind, howsoever described or arising, resulting from the reliance, use or misuse by any person of any information contained in this User Guide.

# **Content**

Getting to iFAMS application webpage	2
Detailed steps on filing iFAMS MCA application	2
Step 1: Initial Login	2
Step 2: Application Details	4
Step 3: Applicant's and Patient's details	5
Step 4: Consent of relevant persons	5
Step 5: Supporting documents	7
Step 6: Summary page	8
Other steps to take note of:	.10
1. Submission of Doctor's medical report – Hardcopy	10
2. When there are 2 applicants	.12
3. Submission of Consent of Relevant Person online	.16
4. Payment for application	.20
5. Applying for Certified True Copy of iFAMS MCA order	.23

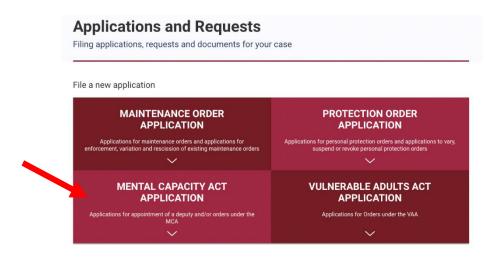
### Getting to iFAMS application webpage

a. Type in <u>https://ifams.gov.sg/</u> in URL

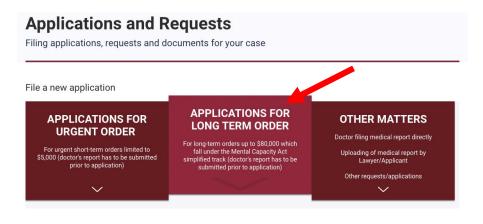
### **Detailed steps on filing iFAMS MCA application**

### Step 1: Initial login

a. Click on "Mental Capacity Act Application".



b. Click on "Applications for Long Term Order".

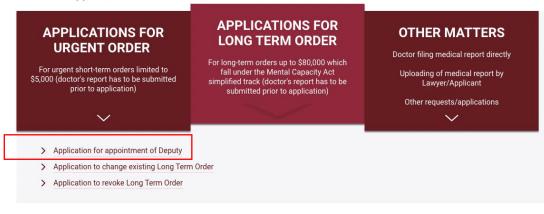


c. Click on "Application for appointment of Deputy" and login via Singpass. Click "Proceed".

# **Applications and Requests**

Filing applications, requests and documents for your case

File a new application



#### **Step 2: Application Details**

For long-term orders, applicants are required to indicate whether there are 1 or 2 applicants filing as deputy and the powers requested from a list of checkboxes.

a. Once done, please check "No" for "Is there an existing order for the patient?" and click "Retrieve" to retrieve the submitted medical report from iFAMS

## Application under the Mental Capacity Act

Application Details (Active)	
APPLICATION DETAILS	
Number of Applicants*	○1 ◎2
Applicant's Identification No.*	NRIC ~
P's Identification No.*	NRIC 🗸
Is there an existing order for the Patient?*	Ves O No Change
Medical Report	MR 2/2023 submitted by Dr TEST 1 on 24/05/2023 has been detected. + I confirm that this Medical Report will be used for my Application.
Application Type *	O Fresh Application
The Applicant is seeking the following order:*	Do you need an order concerning P's bank accounts and related matters?
	Do you need an order concerning P's tax, employment and related matters?
	Do you need an order concerning arrangements for care services for P?
	Do you need an order concerning P's medical / dental treatment?
	Do you need an order relating to conduct of legal proceedings involving P?
	Do you need other orders apart from those listed above?
	Do you need an order concerning payment of P's debts?
	Do you need an order relating to applying for government benefits and assistance for P?
	Do you need an order concerning P's CPF matters?
	Do you need an order concerning P's insurance policies and trust-related matters?
Cancel & Exit	vious Save As Draft Proceed

b. Please complete the rest of the details and proceed.

#### Step 3: Applicant's and Patient's details

a. Fill in the necessary information for Applicant's details and Patient's details in the subsequent pages.

#### **Step 4: Consent of relevant persons**

Please indicate all persons relevant to P, which includes all immediate family members as well as other Relevant Persons.

All persons listed on this page are required to submit their consent for the MCA

Application via Singpass (or Applicant submit Declaration of Service). If you are unable to obtain their consent, you will need to state the reasons why consent was not given as below.

Appl	icati	ion unde	er the	Mental C	apacity Act	
		Applicant's	- 💽 -		Persons Supporting	6 Summary (Incomplete)
etails (Comple	ited)	Details (Completed)		ompleted) Details (		aannary (mangalogy
RELEVAN	T PERSO	NS DETAILS				
Relevant P Relevant Per	erson may son. A copy	login with Singpass to of the consent form	confirm that I can be obtaine	eed to consent to this app te or she consents to this d via the relevant link on t elevant Persons below.	application, or you may obtain a signed cons	sent farm from the
PARENTS						
S/N	Name	Relationship	DOB	Contact Details	Consent not obtainable due to	Action
1*		Mother				đ
POUSE	rm that P ha	as no living spouse of	her than those	stated below.		
	Name	Relationship	DOB	Contact Details	Consent not obtainable due to	Action
No records	s found.			Add Spouse		
HILDREN		as no living children of	ther than those	stated below.		
S/N No records	Name	Relationship	DOB	Contact Details	Consent not obtainable due to	Action
				Add Child	l	
BLINGS		as no living siblings of	her than those	stated below.		
	Name	Relationship	DOB	Contact Details	Consent not obtainable due to	Action
No records		Relationship	DOB	Contact Details	Consent not obtainable due to	Action
				Add Sibling		
		PERSONS	sons who have	an interest in the Patient	s welfare other than those listed below.	
	Name	Relationship	DOB	Contact Details	Consent not obtainable due to	Action
No records			0.00	a beams		
				Add Relevant Per	sons	
		RMATION	arding the D-1	want Persons		
-zase provi	as any addi	tional information reg	wany me riek	mand F SI SUNS.		
l unde	rstand that	the Court will send an	email to the R		ting provided to the Relevant Persons listed nail addresses I have provided and these Rel th it.	
< Cancel &	Exit		Previo	us Save As Draf	Proceed	

### **Step 5: Supporting documents**

- a. Please click on "Add a document" and select the appropriate category of document that you will be uploading.
- b. Select "Add files" and "Start Upload". Please ensure that it is 100% uploaded and save.

	Size	Status		
	183 kb	100%		
+ Add Files T Start Upload			Close	Save
	183 kb	100%		

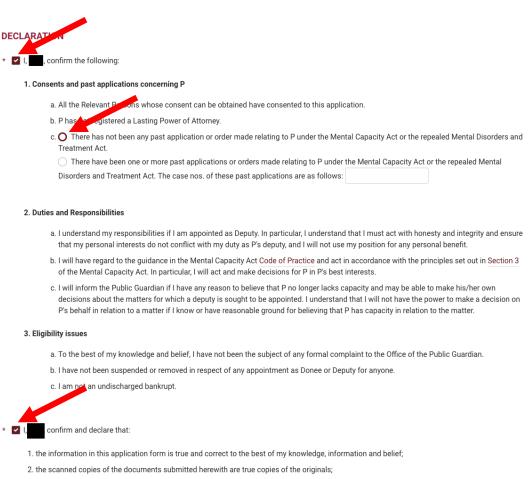
c. Please ensure that your file appears under "Supporting Documents" and proceed.

medical and dental trea	, ,	Patient's Details (Completed) und information to show w	Relevant Persons Details (Completed) thy this application is nece	5 Supporting Documents (Active)	6 Summary (Incomplete)
medical and dental trea	, ,		hy this application is nece	ssarv i e why you need t	
Please also provide the 1. Patient's Birth Certif Please combine all you	following documents to icate r supporting documents	ocuments from P's doctor a	nd/or dentist (if available)	ts to prove that you are re	lated to P (e.g. birth certificate,
<b>S/N</b>	File Type		File TEST Supporting of		ction

#### Step 6: Summary page

You will be directed to "Summary" page to complete Declaration.

a. At the Declaration section, click on the checkboxes and ensure that one of the radio buttons is checked.



3. I understand that I commit an offence under section 199 of the Penal Code (Cap 224) if I make, in this application form or any supporting document, any statement which is false, and which I know or believe to be false or do not believe to be true, touching any point material to the object for which this application or supporting document is made or used.

#### b. Before submitting, you may click on "Preview Application Form".

Application Form:



Please note that once the "Submit" button is clicked, the application will be submitted.

c. You will be directed to a pop-up window of a pre-generated pdf file with details of your application form.

APPLICAI Personal Pa			
NAME	•		
ID	ID TYPE NRIC	D.O.B (DD/MM/YYYY)	NATIONALITY Singapore Citizen
THE APPLI	CANT IS THE - Fath	er of P	
ADDRESS			
EMAIL	MOBILE TEL NO.		

d. Once verifying that no changes are to be made, you may click "Submit".

Previous	Save As Draft	Submit

e. You will be directed to "Acknowledgement Page".

,	ACKNOWLEDGEMENT
	Your application has been successfully created on 24/05/2023 at 01:27 PM.
	The application number is <b>MCA-</b>
	Please take note of the application number above as you will need this number for payment and taking further steps in your application.
	Please note that the Applicant(s) and Relevant Persons (if any) must submit a declaration / consent and the Applicant(s) must make paymen before the application can be submitted to the Family Justice Courts.
	Please complete the submission of the declaration / consents and make payment for the application before 24 August 2023

f. Once you have reached this point, your Application of Long-Term Order has been submitted.

### Other steps to take note:

1. <u>Submission of Doctor's Medical report – Hardcopy</u>

Applicants who have a hardcopy of doctor's medical report can upload a copy via iFAMS following the steps below:

a. Click on "Request to Upload Medical Report".

M	ated Family Appli anagement Syste lental Capacity A	em
APPLICATIONS FOR URGENT ORDERS For urgent short-term orders limited to \$5,000 (doctor's report has to be submitted prior to application)	APPLICATIONS FOR LONG TERM ORDERS For long-term orders up to \$80,000 which fall under the Mental Capacity Act simplified track (doctor's report has to be submitted prior to application)	OTHER MATTERS Doctor filing medical report direct Uploading of medical report by Lawyer/Applicant Other requests/applications
Request to Upload N		
Uploading of Medical Report by I		
+ File Other Application	ons or Requests	

b. Click on "Login for Individuals"

APPLICATIONS FOR URGENT ORDERS	WITH EFFECT FROM 11 APR 2 YOU WILL BE REQUIRED TO LO WITH Singpass:		×	OTHER MATTERS Doctor filing medical report directly Uploading of medical report by Lawyer/Applicant
For urgent short-term orders limited to \$5,000 (doctor's report has to be submitted prior to application)	Doctor (non-Corppass)	$\ominus$		Other requests/applications
$\sim$	Doctor (Corppass)	$\ominus$		
	Psychologist (non-Corppass)	$\ominus$		
+ Request to Uploac Uploading of Medical Report	Psychologist (Corppass)	$\ominus$		
	Individuals	$\ominus$		
+ File Other Applicat	Lawyers	$\ominus$		
More details	Authorised Agency	$\ominus$		
Doctor's guide For more detailed information regarding th	Cancel			ing website.

- c. Upload the doctor's medical report and ensure that the document is 100% uploaded before submitting.
- d. You will be notified via email once the medical report is accepted and proceed to file the application.

### 2. <u>When there are 2 applicants:</u>

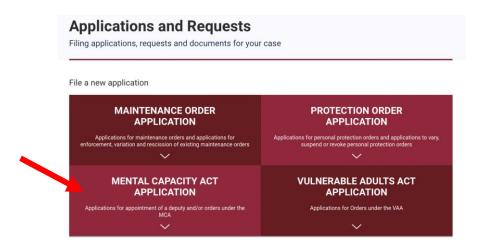
When an MCA Application is filed by 2 Applicants, both applicants (1<sup>st</sup> and 2<sup>nd</sup>) are required to perform declaration for the application.

The 1st Applicant could have done the declaration during the filing of the MCA application since declaration clauses are included within the application and confirmed by the Applicant before submission.

Hence there is no need to perform declaration for the Application unless the filing was made through an Authorized Agency or Counsel or there is a  $2^{nd}$  Applicant involved.

However, if Submission of Declaration still have to be done manually by the 2<sup>nd</sup> Applicant, please follow the next few steps:

a. Click on "Mental Capacity Act Application".

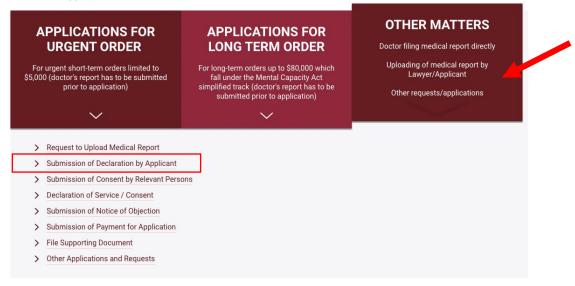


b. Click on "Other Matters". Next, "Submission of Declaration by Applicant".

## **Applications and Requests**

Filing applications, requests and documents for your case

File a new application



c. Key in a valid application number manually. Once done, click "Proceed".

Declaration for M	ICA application
APPLICANT'S INFORMATION	
ID No.	
Name	
APPLICATION NUMBER	
Application Number:	MCA-APP
< Cancel & Exit	Procecu

- d. You will be directed to MCA Declaration Page for Applicant to preview the application.
- e. Tick the checkboxes to confirm and submit the declaration.

## **Declaration for MCA application**

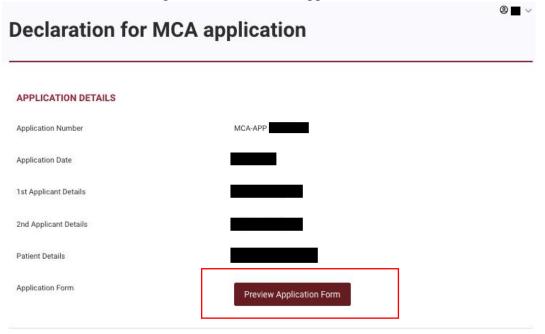
**APPLICATION DETAILS** MCA-APP Application Number 24/05/2023 Application Date 1st Applicant Details 2nd Applicant Details Patient Details Application Form Preview Application Form DECLARAT I, confirm the following: 1. Consents and past applications concerning P a. All the Relevant Persons whose consent can be obtained have consented to this application. b. P has not registered a Lasting Power of Attorneys. c. There has not been any past application or order made relating to P under the Mental Capacity Act or the repealed Mental Disorders and Treatment Act. 2. Duties and Responsibilities a. I understand my responsibilities if I am appointed as Deputy. In particular, I understand that I must act with honesty and integrity and ensure that my personal interests do not conflict with my duty as P's deputy, and I will not use my position for any personal benefit. b. I will have regard to the guidance in the Mental Capacity Act Code of Practice and act in accordance with the principles set out in Section 3 of the Mental Capacity Act. In particular, I will act and make decisions for P in P's best interests. c. I will inform the Public Guardian if I have any reason to believe that P no longer lacks capacity and may be able to make his own decisions about the matters for which a deputy is sought to be appointed. I understand that I will not have the power to make a decision on P's behalf in relation to a matter if I know or have reasonable ground for believing that P has capacity in relation to the matter 3. Eligibility issues a. To the best of my knowledge and belief, I have not been the subject of any formal complaint to the Office of the Public Guardian. b. I have not been suspended or removed in respect of any appointment as Donee or Deputy for anyone. c. I am per an undischarged bankrupt. \* 🔽 I, , confirm and declare that: 1. the information in this application form is true and correct to the best of my knowledge, information and belief; 2. the scanned copies of the documents submitted herewith are true copies of the originals; 3. I understand that I commit an offence under section 199 of the Penal Code (Cap 224) if I make, in this application form or any supporting document, any statement which is false, and which I know or believe to be false or do not believe to be true, touching any point material to the object for which this application or supporting document is made or used.

< Cancel & Exit



2

f. Before submitting, click on "Preview Application Form".



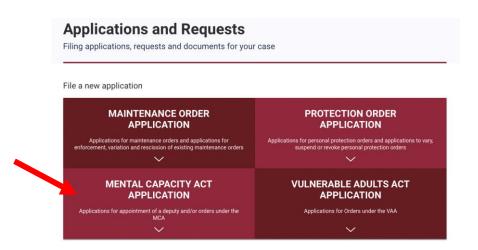
- g. You will be directed to a pop-up window of a pre-generated pdf file with details of your application form.
- h. Once verifying that no changes are to be made, click "Submit".
- You will be directed to "Acknowledgement Page".
   Declaration Acknowledgement
   Your declaration / confirmation has been submitted successfully to the Family Justice Courts on 24/05/2023, 03:00 PM for MCA-APP
   All required declarations / consents have been submitted. Please note that the application will only be processed after payment is made.
   You may proceed to make payment for the application by clicking on the Proceed to Payment button.

Once you have reached this point, your Declaration by Applicant has been submitted.

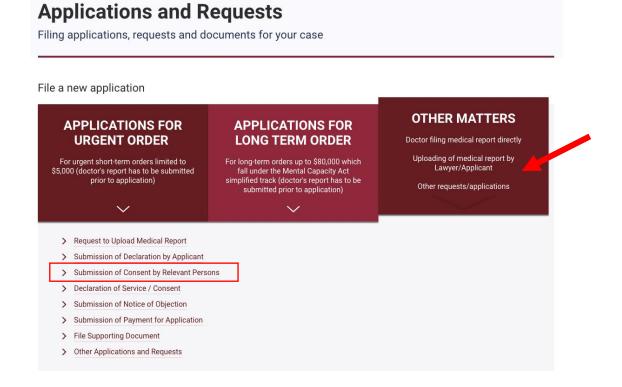
You may either proceed for payment or print the acknowledge page.

#### 3. Submission of Consent of Relevant Person online

a. Click on "Mental Capacity Act Application".



b. Click on "Other Matters". Next, "Submission of Consent by Relevant Persons".



c. Key in a valid application number manually. Once done, click "Proceed".

Consent By Relev	ant Person	<b>◎ ●</b> ∨
RELEVANT PERSON'S INFORMATION	I	
ID No.		
Name		
APPLICATION NUMBER		
Application Number:	MCA-APP	
< Cancel & Exit	Proceed	

You will be directed to Consent by Relevant Person Page for Applicant to preview the application.

Consent By Rele	evant Person	9
APPLICATION DETAILS		
Application Number	MCA-APP	
1st Applicant Details		
2st Applicant Details		
Patient Details		
Application Form	View Application Form	
DECLARATION		
* 🔽 I, confirm and declare that:		
1. I have read the Application Form	and I consent to this application by the Applicant(s).	
2. This consent overrides any past o	objection filed by me in respect of this application.	
Cancel & Exit	Previous	

d. Click on "View Application Form" to preview the previously filed application.

# **Consent By Relevant Person**

APPLICATION DETAILS	
Application Number	MCA-APP
1st Applicant Details	
2st Applicant Details	
Patient Details	
Application Form	View Application Form

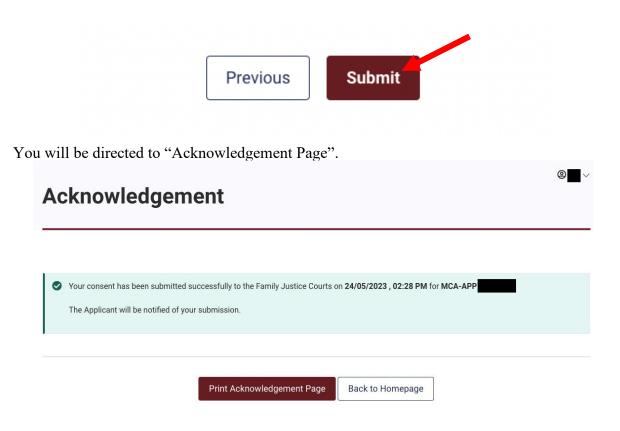
You will be directed to a pop-up window of a pre-generated pdf file with details of your application form.

e. Next, tick the checkboxes to confirm and submit the declaration.

DECLARATION	
* ☑ I,  confirm and declare that:	
<ol> <li>I have read the Application Form and I consent to</li> <li>This consent overrides any past objection filed by</li> </ol>	
< Cancel & Exit	Previous Submit

f. Once verifying that no changes are to be made, click "Submit".

**@** ~

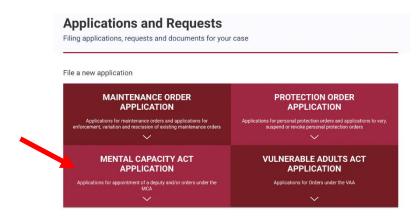


Once you have reached this point, your Consent by Relevant Person has been submitted.

### 4. <u>Payment for application</u>

Once all consent and declaration all applicant(s) has been submitted, Applicant(s) will receive an Email and SMS notification to make payment.

#### a. Click on "Mental Capacity Act Application".



b. Click on "Other Matters". Next, "Submission of Payment for Application".

#### **Applications and Requests** Filing applications, requests and documents for your case File a new application **OTHER MATTERS** APPLICATIONS FOR **APPLICATIONS FOR URGENT ORDER** LONG TERM ORDER Doctor filing medical report directly Uploading of medical report by Lawyer/Applicant For long-term orders up to \$80,000 which fall under the Mental Capacity Act simplified track (doctor's report has to be submitted prior to application) For urgent short-term orders limited to \$5,000 (doctor's report has to be submitted prior to application) Other requests/applications $\sim$ > Request to Upload Medical Report > Submission of Declaration by Applicant > Submission of Consent by Relevant Persons > Declaration of Service / Consent > Submission of Notice of Objection > Submission of Payment for Application > File Supporting Document > Other Applications and Requests

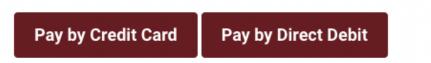
c. Choose either "MCA-APP" or "APP" for the Application Number. Key in a valid application number manually. Once done, click "Proceed".

ation		
proceeding to paym	ent. This is to avoid 'time-	out' errors arising from disabled pop-
processed.		
it (DBS Bank, OCBC E	Bank, Standard Chartered E	Bank or United Overseas Bank) are
for payment.		
Please select 🗸 🗸	800001	2023
	e proceeding to paym rocessed. it (DBS Bank, OCBC B	proceeding to payment. This is to avoid 'time rocessed. It (DBS Bank, OCBC Bank, Standard Chartered E

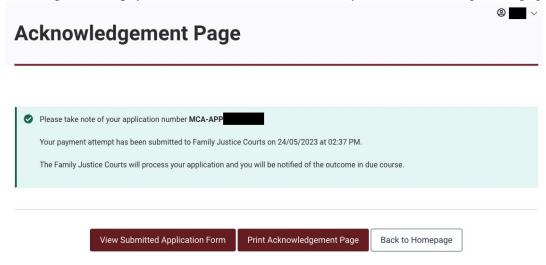
This page displays the payment summary for the MCA Application. Where an Application involves the submission of Declaration of Service or Submission of Affidavit by the Counsel, the corresponding fees will be displayed and totalled up for the user to pay.

S/N		1	Amount Payable
5/N	Application Type Application for Long Term Order	Application No.	S40.00
		Total	\$40.00
een filed, there w you encounter a lease click here t	lided case, please note that your Grant of Aid has NOT b II be no fee waiver and no refund. payment issue, please double-check the POP-UP BLOC/ for the eNETS FAQ and guide to allow pop-ups for paym lodesk at 6756 3874 or email: ifamshelpdesk⊛ecquaria	KER setting and try again in 5 minutes.	without a Grant of Aid having

d. Click to proceed to payment by credit or debit respectively.



After completion of payment, user will be directed to Payment Acknowledgement page.



Once you have reached this point, your payment has been submitted.

### 5. Applying for Certified True Copy of iFAMS MCA order

a. Applicant selects "File Request for Copy of Documents" from Homepage under Other Applications and Requests.

Case-related matters	Applications	
<ul> <li>File Notice Of Intention To Act In Person</li> </ul>	<ul> <li>Application for discovery</li> <li>Filing of Notice of Objection</li> </ul>	Find your hearing date
> File request for copy of documents		Find the venue, date and time of your case.
<ul> <li>File request to cancel Warrant of Arrest</li> </ul>	Capacity Application for Summons To A	NRIC ~ \$1234567A
<ul> <li>File request to change Court appointment date / time</li> </ul>	Witness Request for Claim against Property	Case Number
<ul> <li>File request to restore a case</li> </ul>		MSS ~ 123456 2023
> Interlocutory Applications	Payment-related matters	Catlaformation
<ul> <li>Update Contact Information for applications yet to be filed</li> </ul>	<ul> <li>Show proof of payment of maintenance</li> </ul>	Get Information
<ul> <li>File request to examine Maintenand Record Officer</li> </ul>	<ul> <li>Payment of money into Court</li> <li>Payment of money out of Court</li> </ul>	

b. Please enter a valid case number and proceed.

APPLICANT'S INFORMATION		
ID No.		
Name		
APPLICATION INFORMATION		
Application Type *	File request for copy of documents	
Case No. *	Please select 🗸 123456	2023

c. Applicant first selects Reasons for Application and then click "Add Records to Request" and save.

S/N Record Type	Details Certified True	Copy Action
No records found.		
	Add Records to Request	
Reason for Application*	Misplaced original copy of	of 🗸
*200*	<u></u>	
	Please select	
	Please select Misplaced original copy of	of document(s)
CONTACT INFORMATION		
CONTACT INFORMATION	Misplaced original copy of	

d. Proceed to fill up the contact details and submits the application after verifying all the details at Summary Page.

After submission of application, the acknowledgement page with the corresponding application number and application type will be shown.

Your application has been submitted successfully to the Family Justice Courts on 24/05/2023 at 02:51 PM. The Family Justice Courts will proceed
with processing your application and you will be notified of the outcome in due course. For request of court records, please note that there will be additional charges if court record exceed a certain number of pages. You will be notified on the additional amount to be paid. For details, you may refer the page 2 of the Form 211 Reference No.: APP 1/2023 Application Type : File request for copy of documents

End