

USER GUIDE FOR SYC PORTAL

MARRIAGE COUNSELLING PROGRAMME

Syariah Court Detailed User Guide for Public Users

Marriage Counselling Programme







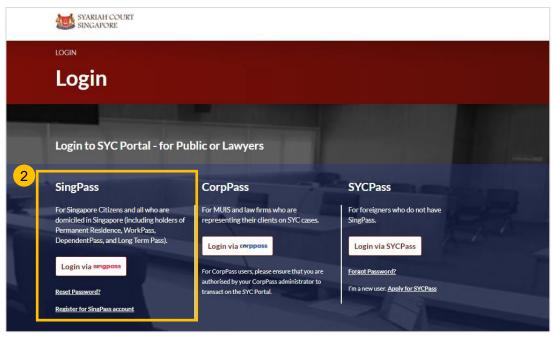
Marriage Counselling Programme

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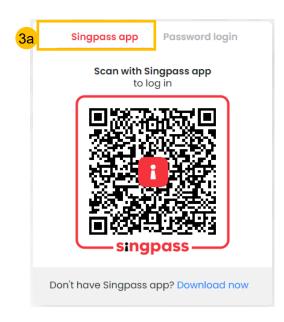
Login to SYC Portal e-Services Using SingPass

Login to SYC Portal for e-Services using SingPass

- 1 Singaporeans, Permanent Residents and other individuals with SingPass, please use your individual **SingPass**. Foreigners without SingPass, please apply for and use **SYCPass**.
- 2 Click Login via SingPass. You will be redirected to the SingPass login page.
- On the SingPass login page, select either Password Login or SingPass app, whichever is applicable.
 - For Password login, enter your SingPass credentials and OTP for validation.
 - For SingPass app, a QR code will appear. Use the QR code to login with your SingPass app. On desktop devices, launch the SingPass application on a mobile device and scan the code. On mobile devices, tap the QR code to launch the SingPass application.
- After successful login, you will be brought to your Dashboard for SYC e-Services.



Singpass ID	
Password	
Logi	in
orgot Singpass ID	Reset password

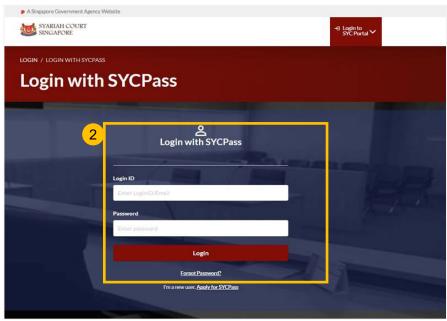


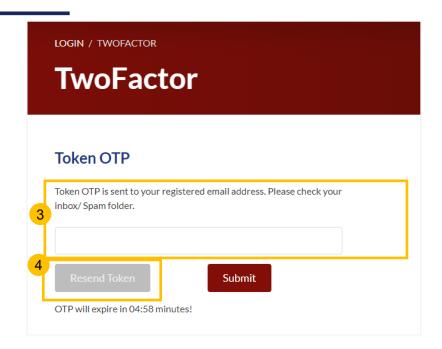
Login to SYC Portal e-Services Using SYCPass

Login to SYC Portal for e-Services using SYCPass

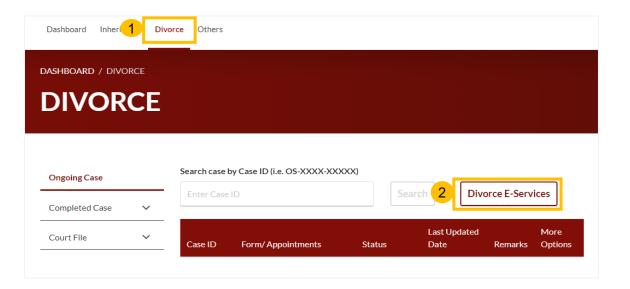
- To login via SYCPass, please click on **Login via SYCPass**. You will be redirected to the SYCPass login page.
- 2 Enter your SYCPass Login ID and password and click Login.
- A One Time Password (OTP) will be sent to your email. Key in the OTP to login and view the dashboard.
- 4 If the OTP has expired, click on Resend Token.
- After successful login, you will be brought to your Dashboard for SYC e-Services.





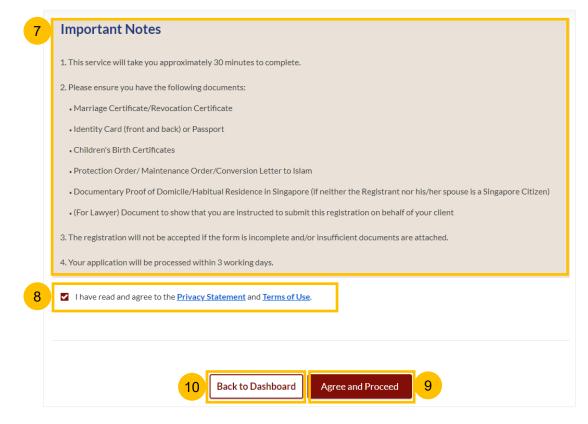


- To register for the Marriage Counselling Programme, navigate to the **Divorce** tab on your Dashboard.
- To create a registration for Marriage Counselling, under Divorce Tab, click on "Divorce E-Services".
- Divorce E-Services page is displayed.
- Click on Start a New Case and select Marriage Counselling Programme.
- Under Registration for Marriage Counselling Programme, you will find a description of the application, estimated time required to apply for Marriage Counselling and documents required.
- 6 Click on the hyperlink of the text **Registration for Marriage**Counselling Programme to continue to register for the Marriage
 Counselling Programme.



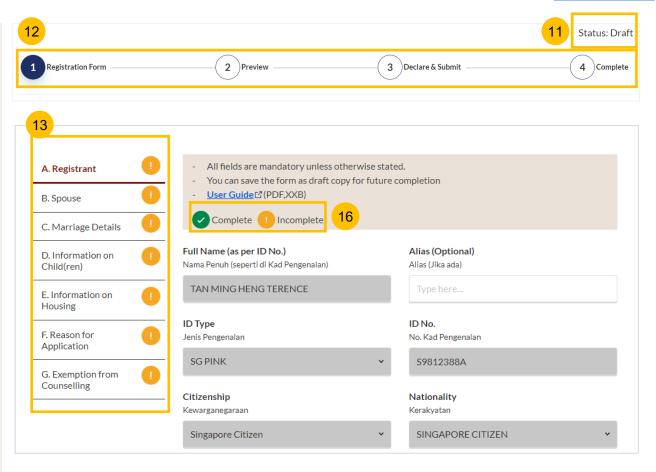


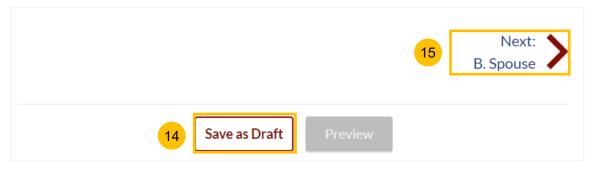
- Upon clicking Registration for Marriage Counselling Programme, the Important Notes page is displayed. Please read through the Important Notes.
- Click on the links for Privacy Statement, Terms of Use, to read each item. Tick on the checkbox to confirm that you have read and agree to the Privacy Statement and Terms of Use and to indicate your understanding of the Privacy Statement and Terms of Use.
- To proceed and create Registration for Marriage Counselling Programme, click on Agree and Proceed.
- 10 To cancel and go back to Dashboard, click on Back to Dashboard.



- 11 The initial status of Registration for Marriage Counselling is **Draft**.
- On the header you will find a navigation bar to guide you on the steps for completing the Registration for Marriage Counselling Programme which are:
 - a) Registration Form
 - b) Preview
 - c) Declaration & Submit
 - d) Complete
- In the registration form, these are the sections that need to filled up:
 - a) Registrant
 - b) Spouse
 - c) Marriage Details
 - d) Information on Children
 - e) Information on Housing
 - f) Reason for Application
 - g) Exemption from Counselling
 - h) Domicile/Habitual Residence in Singapore, this additional form is enabled if both Registrant & Spouse are Foreigner.
- Click Save as Draft to save the filled-up data.
- You can move to the **next section** by clicking on the arrow at the bottom of the page, and the information will be automatically saved as a draft.
- Upon filling all the mandatory fields, a green tick will appear for that section in the vertical tab. (see example)





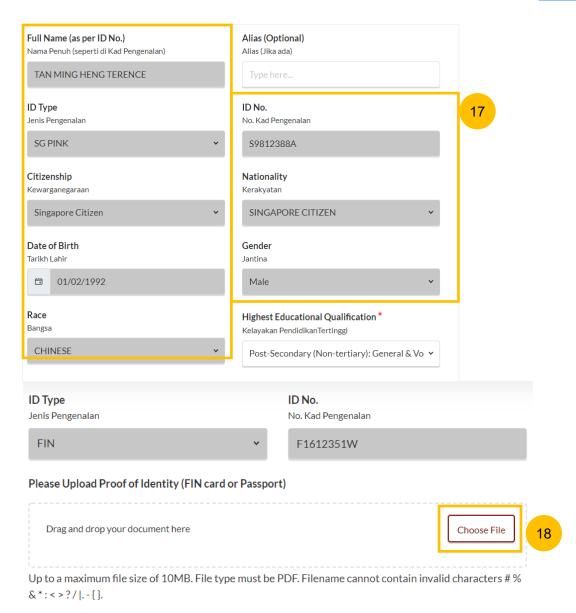


Section A (Registrant)

- 17
- Section **A** (**Registrant**), refers to you and your particulars. If you login by <u>SingPass</u>, verify these **Registrant** details which are auto populated from MyInfo and non-editable :
- a) Full Name
- b) ID Type
- c) ID No
- d) Citizenship
- e) Nationality
- f) Date of Birth
- g) Gender
- h) Race

If you login by <u>SYC Pass</u>, the information above will be auto populated from the **Update my Particulars** section of the SYC Portal and are editable.

If the Registrant's ID Type is **FIN** or **Passport** (i.e. Citizenship is Foreigner), pleas upload the Proof of Identity by clicking on the **Choose File** button.

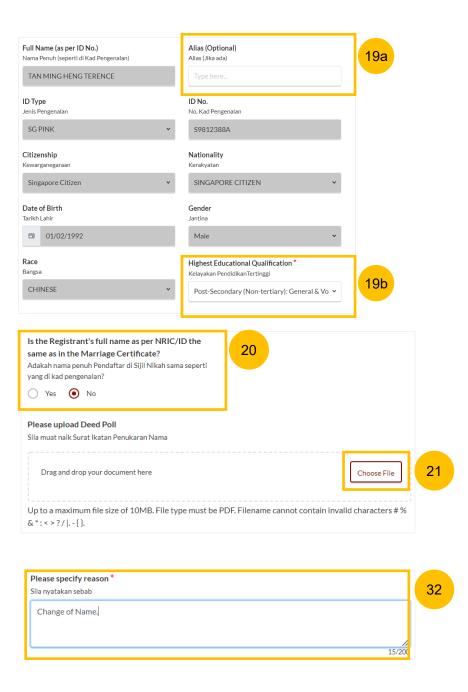


Section A (Registrant)

- If you login by <u>SingPass</u>, please verify these **Registrant** details which are auto populated from MyInfo and editable:
 - a) Alias (if Any)
 - b) Highest Educational Qualification You may update the information above if required.

If you login by <u>SYC Pass</u>, the information above will be auto populated from the **Update My Particulars** section of the SYC Portal and editable. Please refer to the General Navigation user guide on how to Update My Particulars for SYC Pass.

- Select the answer whether the **Registrant's full name as per NRIC/ID** is the same as the name in the Marriage Certificate (YES/NO).
- If the answer is No, please upload the **Deed Poll** by clicking on the **Choose File** button.
- Specify the **reason** for the difference in the Registrant's name.

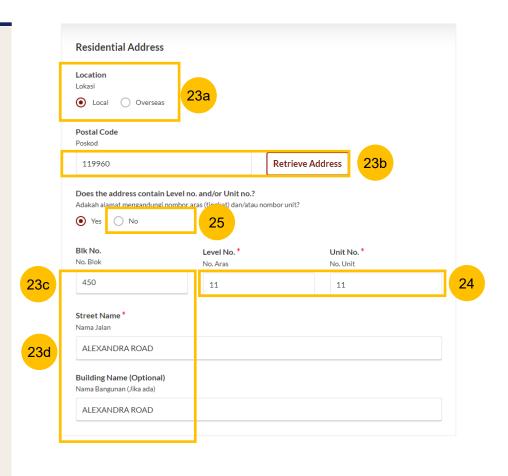


Section A (Registrant)

In the **Residential Address** section, select **Location** as either **Local** or **Overseas**. For Overseas, refer to step no. 27

If you select Local,

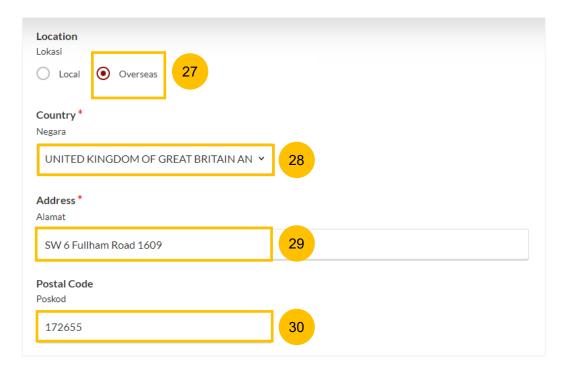
- a) Key in Postal Code and click Retrieve Address.
- b) Verify Blk/House No. which is auto populated from the Postal Code.
- c) Verify **Street Name & Building Name** which is auto populated from the Postal Code.
- 24 Key in **Level No** and **Unit No**
- 25 If the address does not contain **level no** and/or **unit no**, select the answer as **No**.
- If the Mailing Address is the same as the Residential Address, tick on the checkbox **Same as Residential Address**. If it is not the same, leave the checkbox unticked and key in the Mailing Address of the Registrant.

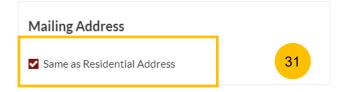


Mailing Address	
✓ Same as Residential Address	26

Section A (Registrant)

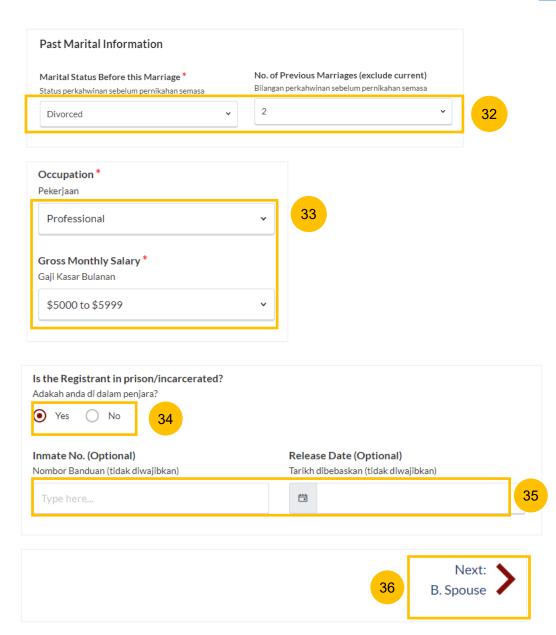
- In the **Residential Address** section, select **Location** as either **Local** or **Overseas**. If you select **Overseas**, refer to the steps below.
- Select the Overseas **Country** from the dropdown list.
- 29 Key in **Address**.
- 30 Key in Postal Code.
- If the Mailing Address is the same as the Residential Address, tick on the checkbox **Same as Residential Address**. If it is not the same, leave the checkbox unticked and key in the Mailing Address of the Registrant.





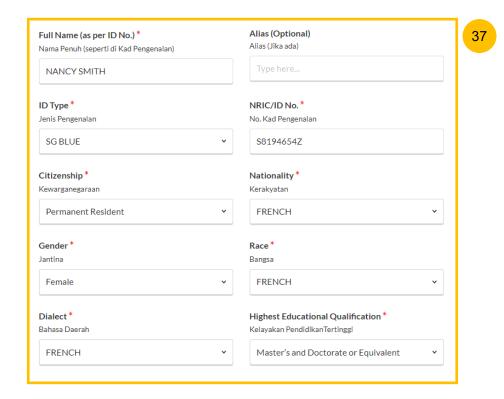
Section A (Registrant)

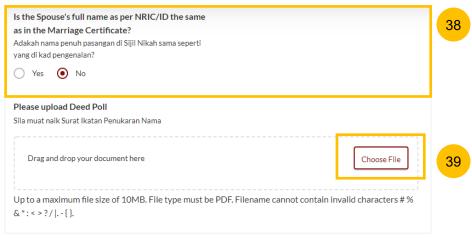
- 32 In the Past Marital Information section,
 - a) Specify Marital Status Before this Marriage.
 - b) If the Registrant's marital status is Divorced, or Widowed, or Married, specify Number of Previous Marriages (exclude current)
- 33 Provide Employment Information for the Registrant:
 - a) Specify **Occupation**. If occupation is **Others** (not listed in the selection), please provide details.
 - b) Specify Gross Monthly Salary.
- Answer the question **Is the Registrant in prison/incarcerated** (Yes/No).
- If you select Yes, you may specify **Inmate No.** (Optional), and **Release Date** (Optional).
- You may move to the **Next section** by clicking on the arrow in the bottom of the page, to continue fill up section **B** (**Spouse**).



Section B (Spouse)

- 37 Provide your Spouse's details.
 - a) Full Name
 - b) Alias (If Any)
 - c) ID Type
 - d) NRIC/ID No.
 - e) Citizenship
 - f) Nationality
 - g) Gender
 - h) Race
 - i) Dialect
 - j) Highest Educational Qualification
- Select the answer whether the **Spouse's full name as per NRIC/ID is** the same as in the Marriage Certificate (YES/NO).
- If the answer is No, please upload the **Deed Poll** by clicking on the **Choose File** button and provide the **reason** for the difference in name.





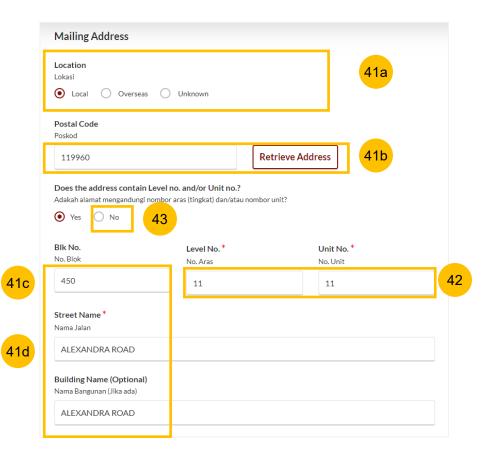
Section B (Spouse)

- Provide your Spouse's Date of Birth. If unknown, select **Unknown**.
- Provide your Spouse's **Mailing Address**. Select **Location** as either **Local** or **Overseas**.

If you select Local,

- a) Key in Postal Code and click Retrieve Address.
- b) Verify **Blk/House No.** which is auto populated from the Postal Code.
- verify Street Name & Building Name which is auto populated from the Postal Code
- Key in **Level No.** and **Unit No.**
- If the address does not contain **level no.** and/or **unit no.**, select the answer as **No.**



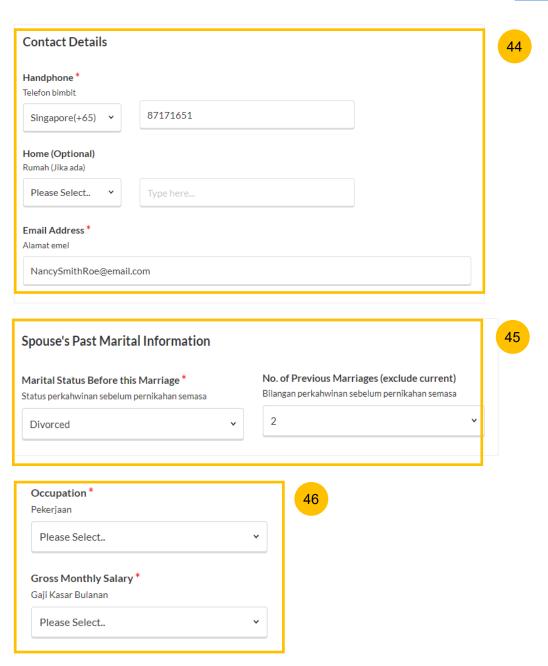


Section B (Spouse)

- Provide your Spouse's Contact Details:
 - a) Handphone Number
 - b) Home Number (Optional / Non-Mandatory)
 - **Email Address**
- Specify your Spouse's Past Marital Information.
 - a) Specify Marital Status Before this Marriage.
 - b) If the Spouse's marital status is Divorced, or Widowed, or Married, specify Number of Previous Marriages (exclude current)

Provide your Spouse's **Employment Information**:

- a) Specify Occupation. If occupation is Others (not listed in the selection), please provide details.
 - b) Specify Gross Monthly Salary.



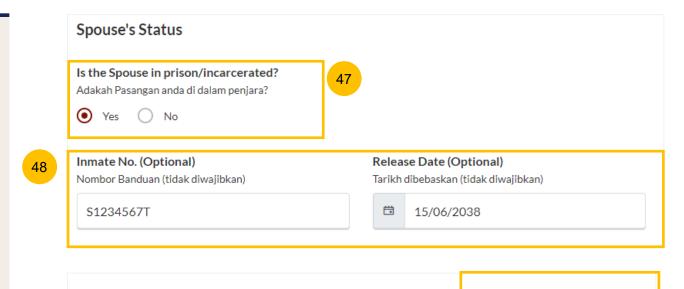
Next:

C. Marriage Details

Registration for Marriage Counselling Programme

Section B (Spouse)

- Answer the question **Is the Spouse in prison/incarcerated** (Yes/No).
 - If you select Yes, you may specify **Inmate No.** (Optional), and **Release Date** (Optional).
- You may move to the **Next section** by clicking on the arrow at the bottom of the page, to continue to fill up section **C.** (**Marriage Details**), or you may navigate to the **Previous Section A** (**Registrant**).



Previous:

A. Registrant

Section C (Marriage Details)

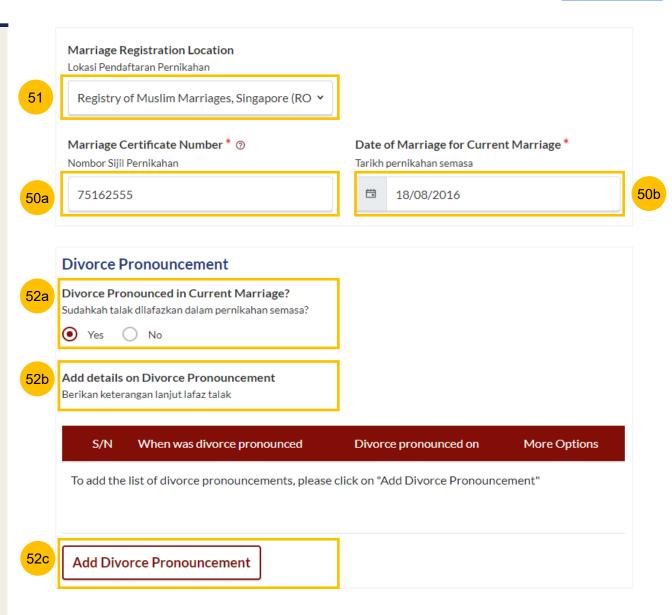
- If you login by <u>SingPass</u>, verify the latest Marriage details which are auto populated from MyInfo. You may edit this information if required:
 - a) Marriage Certificate Number
 - b) Date of Marriage for Current Marriage

If you are login by SYC Pass, please key in those 2 fields.

- Select the Marriage Registration Location from the following:
 - a) Registry of Muslim Marriages Singapore (ROMM)
 - b) Registry of Marriages, Singapore (ROM)
 - Overseas, and select Overseas Country. For overseas Marriage, you must upload the marriage certificate or supporting document

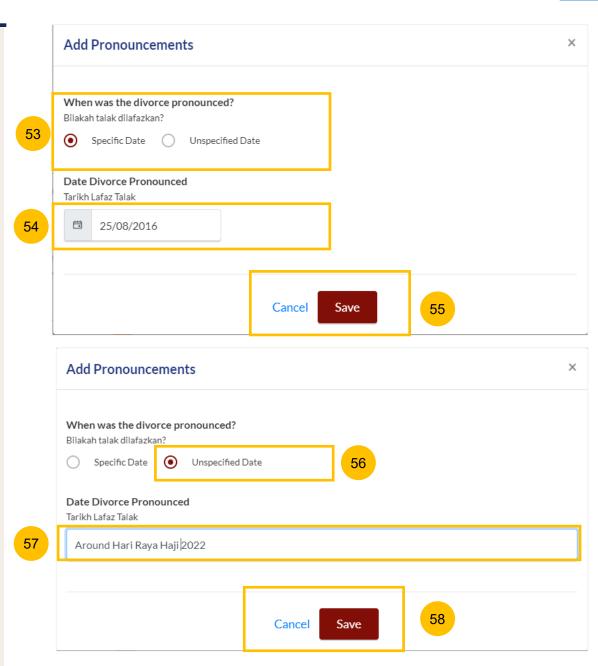
If you login by SYC Pass, you must upload the marriage certificate or supporting document.

- Specify Divorce Pronouncement :
 - a) Whether Divorce Pronounced in Current Marriage (Yes/No)
 - b) If you select **Yes**, you must **Add details on Divorce Pronouncement**
 - c) Click Add Divorce Pronouncement.



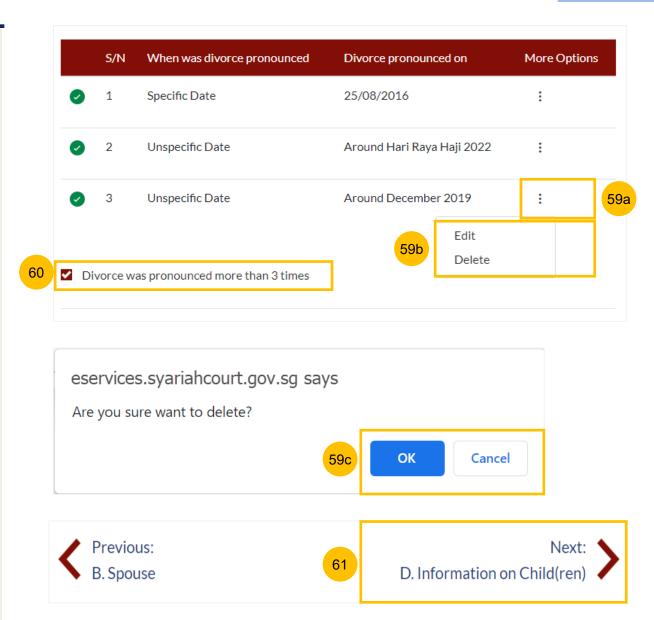
Section C (Marriage Details)

- For When was the divorced pronounced, select Specific Date or Unspecified Date.
- 54 If you select **Specific Date**, key in **Date Divorce Pronounced**.
- Click **Save** to save the pronouncement details or **Cancel** if you wish to cancel the details.
- 56 If you select **Unspecified Date**, follow the steps below.
- 57 Key in a description/explanation on Date Divorce Pronounced.
- Click **Save** to save the pronouncement details or **Cancel** if you wish to cancel the details.



Section C (Marriage Details)

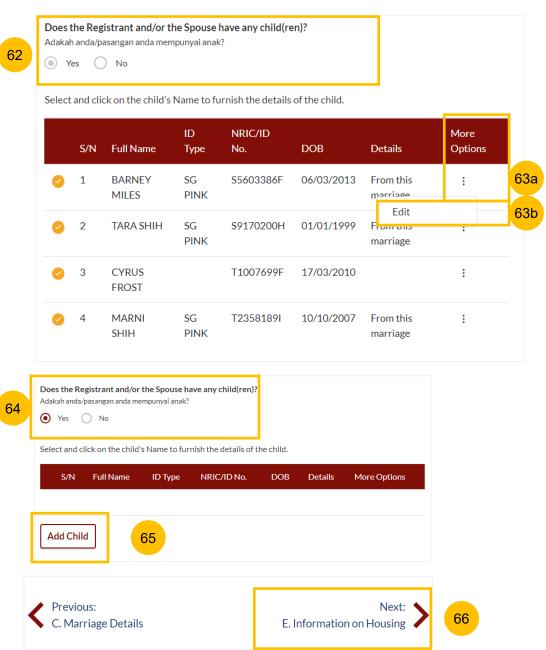
- If you would like to amend or delete the divorce pronouncement details, click on the **three dots** under More Options.
- 59b Select Edit to amend or Delete to delete the details.
- If you click on **Delete**, a confirmation message will pop up before the details are deleted. Click **OK** to continue or **Cancel** to cancel the action.
- 60 If **Divorce was pronounced more than 3 times**, tick on the checkbox
- You may move to the **Next section** by clicking on the arrow at the bottom of the page to continue to fill up section **D.** (**Information on Children**), or you can navigate to **Previous Section B.** (**Spouse**).



Section D (Information on Children)

- Answer the question **Does the Registrant and/or the Spouse have any child(ren)** (Yes/No)

 If you login by <u>SingPass</u>, <u>information on your children will be retrieved</u>
 <u>from MyInfo. The answer will by default be YES and will be noneditable.</u>
- Your child/children's name(s) will be displayed with the Incomplete (Yellow) mark. You will need to furnish the details of each child by clicking on the 3 Dots menu under More Options and select Edit.
- If your MyInfo does not have any information on child(ren), or if you login via SYC Pass, you will be able to select the answer for the question Does the Registrant and/or the Spouse have any child(ren) (Yes/No).
- If you select YES to the question at step no. 64, you must add and furnish Child(ren) details. Click on the **Add Child** button to furnish the details.
- If you select NO to the question at step no. 64, you may move to the **Next section** by clicking on the arrow at the bottom of the page, to continue to fill up section **E.** (**Information on Housing**), or you can navigate to **Previous Section C.** (**Marriage Details**).



Section D (Information on Children)

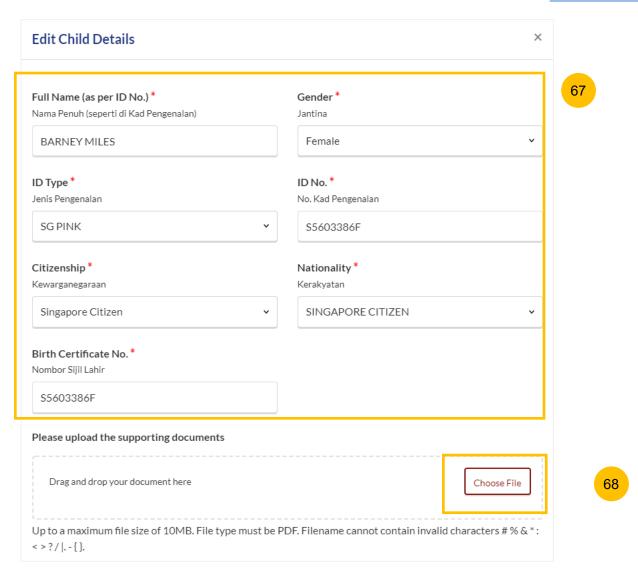
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In the **Add Child** form, or when you click **Edit** for each child to furnish the details, the following information must be provided. This is information <u>auto retrieved from MyInfo and is editable</u>:

- a) Full Name
- b) Gender
- c) ID Type
- d) ID No
- e) Citizenship
- f) Nationality
- g) Birth Certificate No
- h) Date of Birth
- i) Age (non-editable)

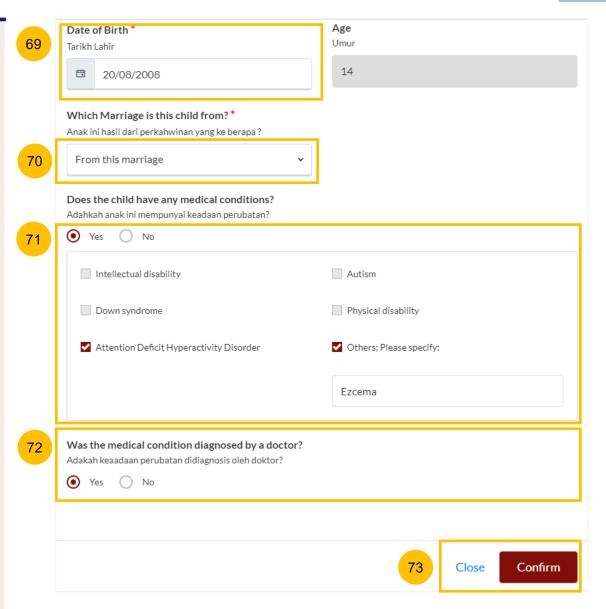
If you login via SYCPass, or login by SingPass but <u>there is no information on children from MyInfo</u>, all the above fields must be keyed in manually.

You must upload the birth certificates and/or other identification documents of the child. Click on the **Choose File** button to upload the document(s).



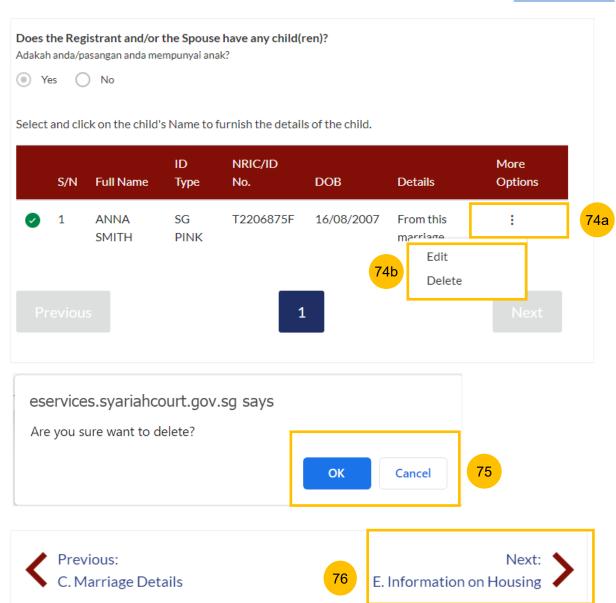
Section D (Information on Children)

- Specify **Date of Birth**, and the age will be auto-populated and cannot be edited.
- Specify Which Marriage is this child from:
 - a) From this marriage
 - b) From my previous marriage
 - c) From my spouse's previous marriage
- Answer **Does the child have any medical conditions** (Yes/No). If you select Yes, you must select the medical condition(s) or add a description if **Others** is selected.
- If you select Yes for the question **Does the child have any medical conditions**, please answer **Was the medical condition diagnosed by a doctor** (Yes/No).
- Click Confirm to add and save the child's details or click Close if you would like to cancel the details.



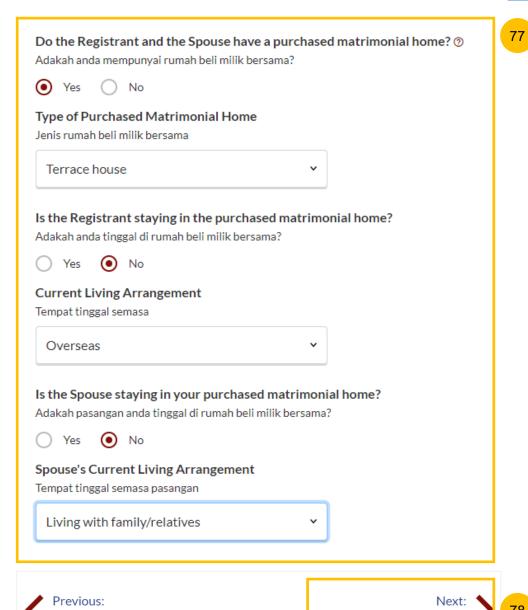
- 74 If you would like to amend or delete the child's details, click on the **three dots** under More Options.

 Select **Edit** to amend or **Delete** to delete the details.
- 75 If you click on **Delete**, a confirmation message will pop up before the details are deleted. Click **OK** to continue or **Cancel** to cancel the action.
- You may move to the **Next section** by clicking on the arrow at the bottom of the page to continue to fill up section **E.** (**Information on Housing**), or you may navigate to **Previous Section C.** (**Marriage Details**).



Section E (Information on Housing)

- 77 Answer Do the Registrant and the Spouse have a purchased matrimonial home (Yes/No)
 - a) If you select Yes, specify **Type of Purchased Matrimonial Home**. If you select No, this question is not applicable.
 - b) Answer Is the Registrant staying in the purchased matrimonial home (Yes/No).
 - c) If you select No for (b), specify the **Current Living Arrangement** of the Registrant. If you select Yes, this question is not applicable.
 - d) Answer Is the Spouse staying in your purchased matrimonial home (Yes/No).
 - e) If you select No for (d), specify **Spouse's Current Living Arrangement**. If you select Yes, this question is not applicable.
- You may move to the **Next section** by clicking on the arrow at the bottom of the page to continue to fill up section **F.** (**Reason for Application**), or you may navigate to the **Previous Section D.** (**Information on Child(ren)**).



D. Information on Child(ren)

F. Reason for Application

Section F (Reason for Application)

- Specify the **Main Issue Faced in Marriage.**Depending on the selected main issue, you may need to select details of the issue or key in a description of the issue.
- You may move to the **Next section** by clicking on the arrow at the bottom of the page to continue to fill up section **G.** (**Reason for Application**), or you may navigate to the **Previous Section E.** (**Information on Child(ren)**).



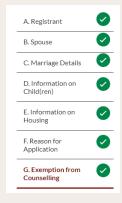




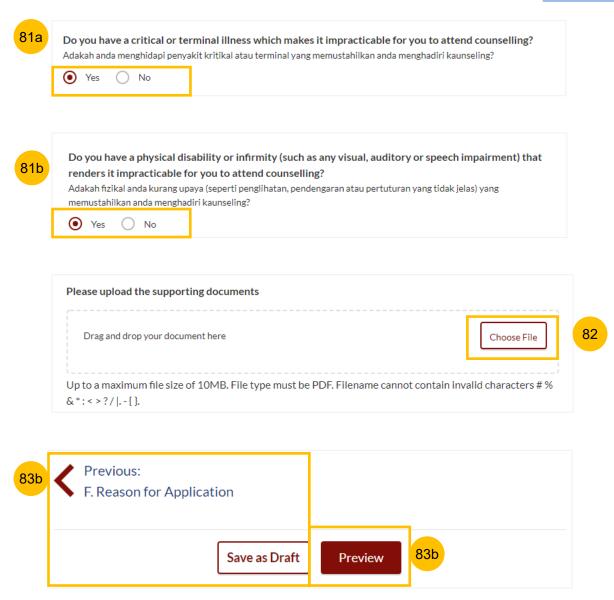
Section G (Exemption from Counselling)

- 81 Answer the questions:
 - a) "Do you have critical or terminal illness which makes it impracticable for you to attend counselling" (Yes/No)
 - b) "Do you have a physical disability or infirmity (such as any visual, auditory or speech impairment) that renders it impracticable for you to attend counselling" (Yes/No)
- If you have answered "Yes" on any of the questions above, you must upload supporting documents. Click on **Choose File** to upload supporting documents
- If the **Registrant** or **Spouse** is either a <u>Singapore Citizen</u> or <u>Singapore Permanent Resident</u>, this is the last section on the Registration form.

 All sections will be marked with a green tick once completed (see below)



- a) The **Preview** button will be enabled for you to check and verify all the saved information in non-editable format.
- b) Alternatively, you may click **Save as Draft**, or navigate to the **Previous section** to edit the registration form.

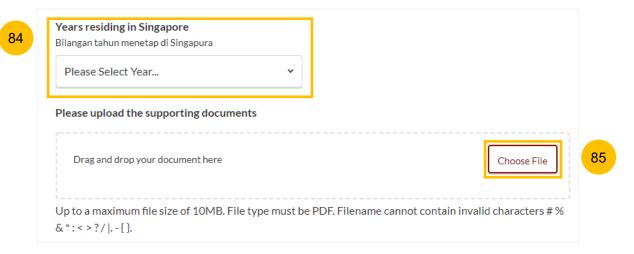


Section H (Domicile / Habitual Residence in Singapore)

- This section is only enabled if <u>both Registrant & Spouse</u> are foreigners. Please specify **Years residing in Singapore**.
- 85 Upload supporting documents by clicking on Choose File.
- This is the last section on the Registration form. All sections will be marked with a green tick once completed (see below).



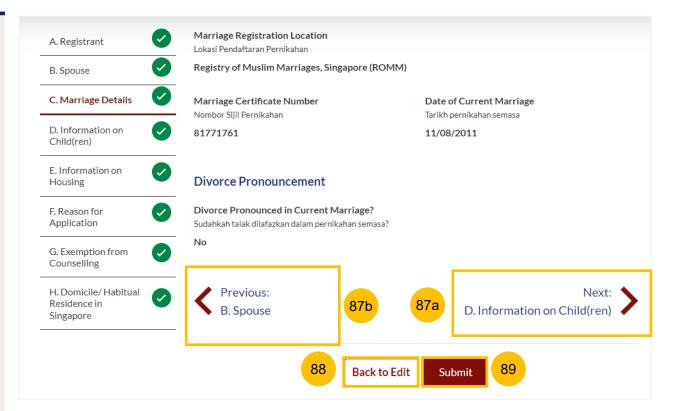
- a) The **Preview** button will be enabled for you to check and verify all the saved information in non-editable format.
- b) Alternatively, you may click **Save as Draft**, or navigate to **previous section** to edit the registration form.





Preview Mode

- In the **Preview mode**, you may check and verify all information that you have keyed in, in non-editable format. You may verify the information in each section by clicking the **Next** or **Previous** buttons.
- If you need to amend the saved information, click **Back to Edit** and the registration form will revert to the **Edit mode**.
- After you have verified the information in **Preview mode**, you may click on **Submit** to move to the next step of the Registration for Marriage Counselling Programme.



Declare and Submit

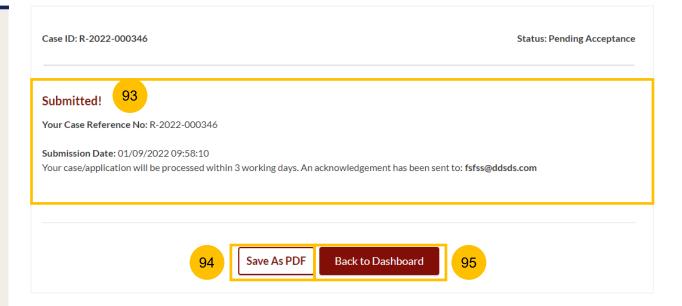
- 90 Read through the declaration form. Once you have read and agree on each point, select the **checkbox** beside each point.
- You may click on **Back to Preview** to navigate back to **Preview Mode** if you need to re-verify all the information on the registration form
- The **Agree and Proceed** button is only enabled once you have selected the **checkbox** for all important points on the declaration form. Click **Agree and Proceed** to submit the Registration for Marriage Counselling Programme.

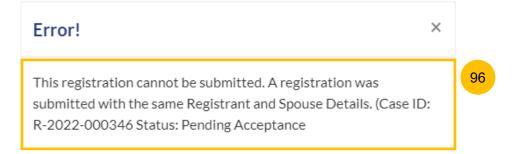
Registration for Marriage Counselling Programme Status: Draft I declare that the information in this form is true and correct. 🔽 The aim of Marriage Counselling Programme is to ensure that the Registrant and the Spouse are fully aware of the impact of the decision to divorce and where necessary, the counsellor will assist to advise both the Registrant and the Spouse on the relevant agencies to approach for specific forms of support. The Registrant will only be allowed to file the Originating Summons for divorce after the Registrant attends the counselling at the Syariah Court's appointed agency. Please note that failure to attend counselling for whatever reason will result in the case being automatically closed. **Back to Preview** Agree and Proceed

DIVORCE E-SERVICES / REGISTRATION FOR MARRIAGE COUNSELLING PROGRAMME

Completed

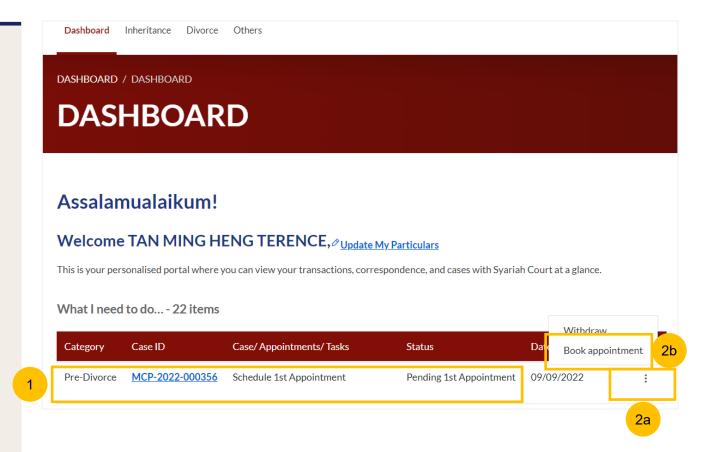
- A successful submission message will display a **Case Reference Number**, **Submission Date and Time**. Your application will be processed within 3 working days, and an acknowledgement will be sent to your email address.
- You may click on Save As PDF to save the acknowledgement of submitted Registration for Marriage Counselling Programme.
- Alternatively, you may click **Back to Dashboard** and will be re-directed to the Dashboard.
- 96 If there is a prior accepted registration for the Marriage Counselling Programme for both Registrant and Spouse, you will receive an unsuccessful submission message.



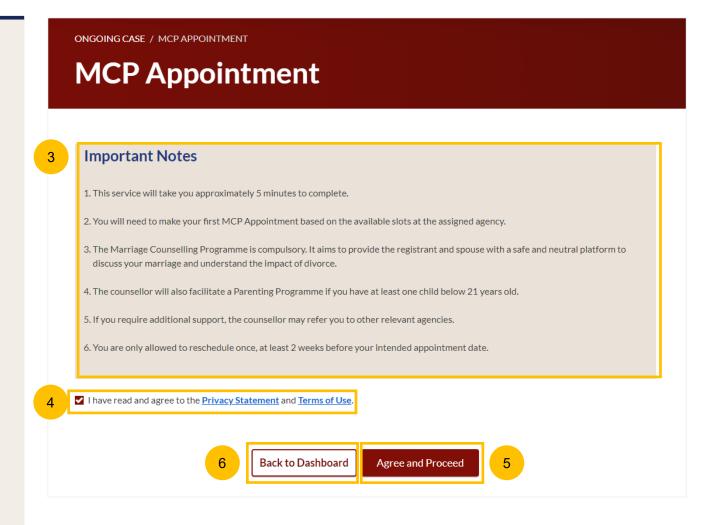


Schedule & Re-Schedule the Marriage Counselling Appointment

- Once your Registration for Marriage Counselling Programme is accepted, you will receive a notification in your email, and if you login to **E-Service Portal**, a task on the Dashboard to schedule 1st Appointment for marriage counselling session will be shown.
- To schedule the 1st Appointment, click on the **3 dots** (:) under **More Options**.
- 2b Select book appointment.

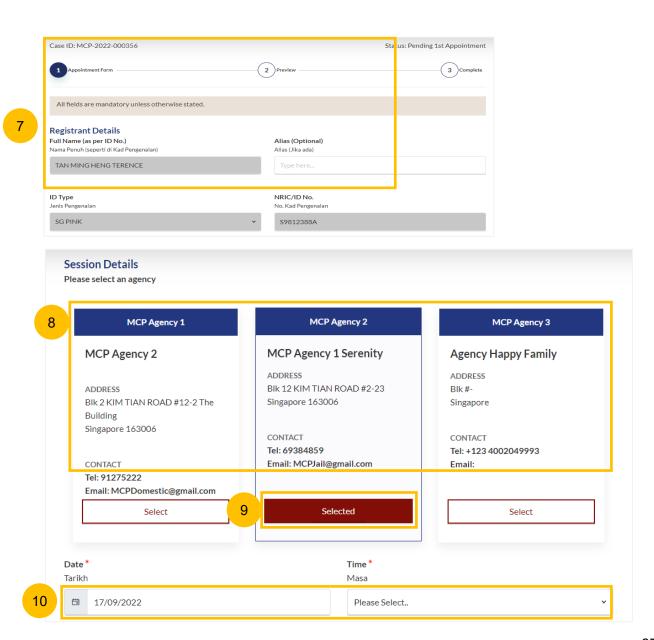


- After clicking on the **Book appointment** button, the **Important Notes** page is displayed. Please read through the **Important Notes**.
- 4 Click on the links for Privacy Statement, Terms of Use, to read each item. Tick the checkbox to agree to the Privacy Statement and Terms of Use and to indicate your understanding of the Privacy Statement and Terms of Use.
- To proceed and book an appointment, click on Agree and Proceed.
- To cancel and go back to Dashboard, click on Back to Dashboard.



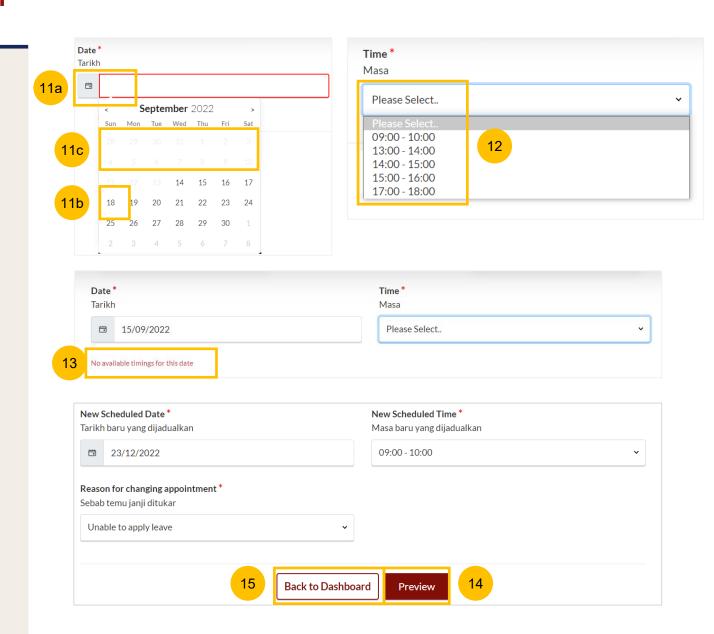
Appointment Form

- 7 Under Registrant Details, your information is shown in non-editable format.
- Under **Session Details**, you will find a minimum of <u>one</u>, and maximum of <u>three</u> marriage counselling agency to be selected. Each agency's name, address, and contact details (phone number and email address) will be displayed.
- To continue booking an appointment, select on your preferred agency, and click Select.
- For each selected agency, the available **date** and **time** (time slot) to be selected for the appointment will be shown.



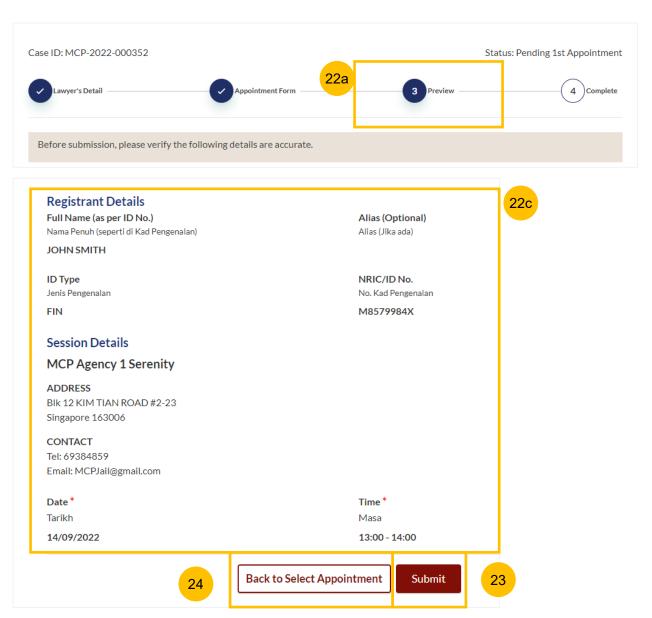
Appointment Form

- Open the **calendar picker** under the **date**, to select the date. Click on the **preferred date**. Unavailable dates will be **greyed out**, disabled from selection.
- Once you have selected the **preferred date**, select the **preferred time** from the drop-down list.
- 13 If there is no available time slot on the **preferred date**, the message "No available timings on this date" will appear.
- Once you have selected the preferred date and time, the **Preview** button will be enabled to finalise the appointment booking.
- 15 Alternatively, you can navigate to the previous section **Back to Dashboard**,



Preview Mode

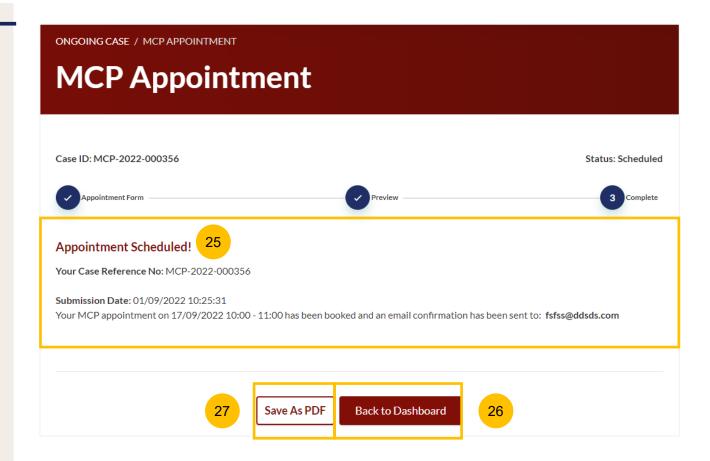
- In the **Preview mode**, you may check and verify all information in non-editable format. You may verify the selected agency, and selected appointment date and time.
- 23 To confirm the appointment booking, click on Submit.
- Alternatively, you may navigate back to re-select the appointment details by clicking on **Back to Select Appointment**.



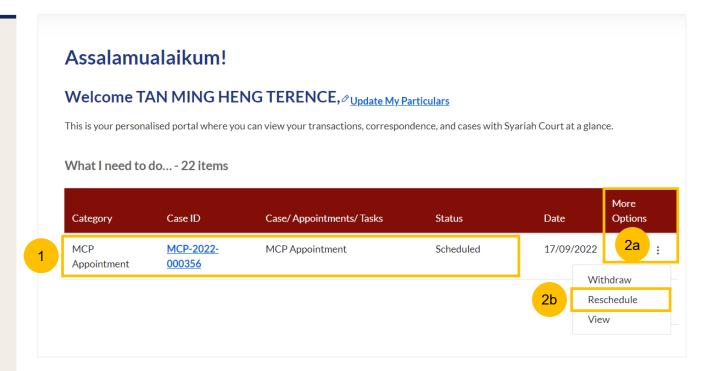
Completed

- A successful 1st appointment booking will display a Case
 Reference Number, Submission date and time, and
 Scheduled Marriage Counselling appointment date and time
- You may click on **Save As PDF** to save the acknowledgement of scheduled 1st Appointment for Marriage Counselling Programme.
- Alternatively, you may click **Back to Dashboard** and will be redirected to the Dashboard.

Both **you** and your **Spouse** will be notified via the email address provided in the Registration form regarding the scheduled 1st appointment date and time.

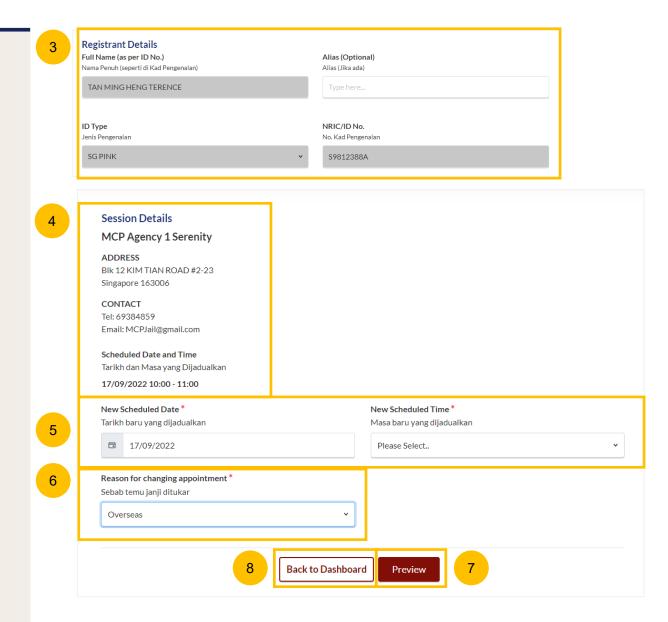


- Once you have scheduled the 1st Appointment for Marriage Counselling session, you will find on the Dashboard the MCP Case ID with MCP appointment status **Scheduled.** You will be able to re-schedule the 1st appointment once only, up to 2 weeks before the original selected appointment.
- To re-schedule the 1st Appointment, click on the three dots under **More Options**.
- 2b Select Reschedule.



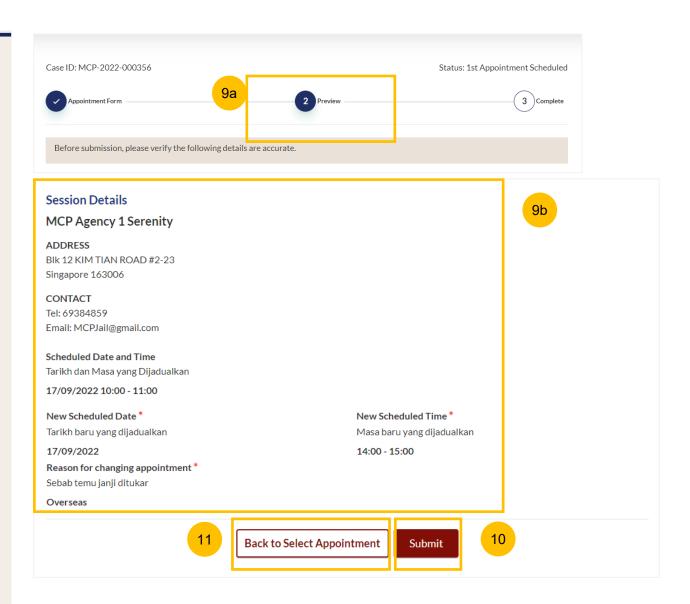
Appointment Form

- 3 Under Registrant Details, your information is shown in noneditable format.
- 4 Under Session Details, you will find the current / initial selected agency, appointment date & appointment time
- To continue to re-schedule an appointment, select the new preferred date in the **New Scheduled Date** and **New Scheduled Time** fields.
- Specify Reason for changing appointment, whether
 - a) Unable to apply Leave
 - b) Urgent family matter
 - c) Unwell/medical leave
 - d) Other (and specify reason)
- Once you have selected the New Scheduled Date, New Scheduled Time, and specified the Reason for changing appointment, the Preview button will be enabled to finalise the re-scheduled appointment.
- 8 Alternatively, you may click Back to Dashboard, to navigate back to Dashboard and cancel the re-scheduling of the 1st appointment.



Preview Mode

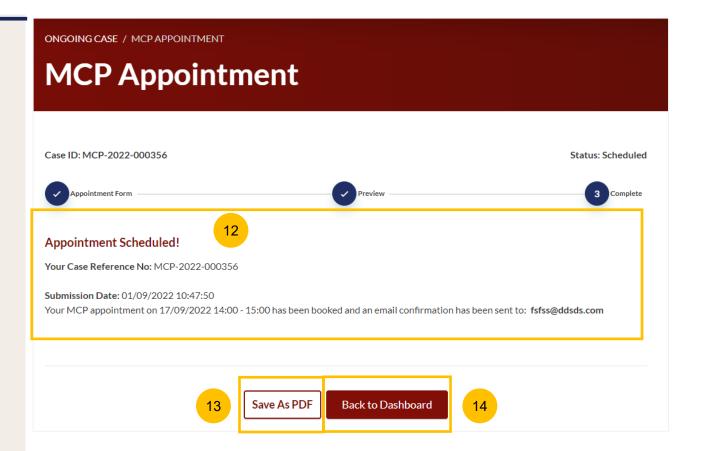
- In the Preview mode, you may can check and verify all information in non-editable format. Verify the selected rescheduled appointment date and time.
- To confirm the re-scheduling of the 1st appointment, click on Submit.
- 11 Alternatively, you may navigate back to re-select the appointment timings by clicking on **Back to Select Appointment**.



Completed

- A successful re-scheduled 1st appointment will display a Case Reference Number, Submission date and time, and Scheduled Marriage Counselling appointment date and time
- You may click on **Save As PDF** to save the acknowledgement of re-scheduled 1st Appointment for Marriage Counselling Programme.
- Or you may click **Back to Dashboard** and will be re-directed to the Dashboard.

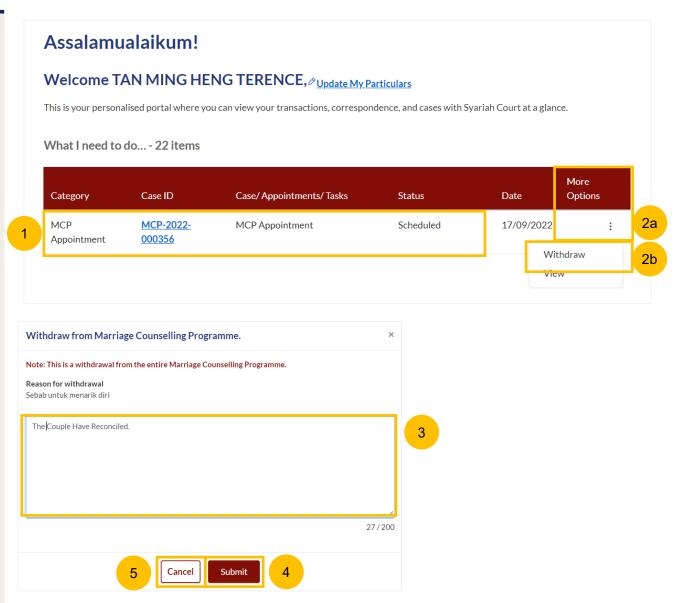
Both **you** and your **Spouse** will be notified via the email address provided in the Registration form regarding the re-scheduled 1st appointment date and time.



Withdraw from Marriage Counselling Programme

Withdraw from Marriage Counselling Programme

- At any point of time during the Marriage Counselling Programme, you may withdraw from the Marriage Counselling Programme. To withdraw, navigate to your Dashboard.
- Locate the MCP ID that you wish to withdraw from, and click on the 3 dots menu under **More Options**.
- 2b Select Withdraw.
- 3 Key in the Reason for Withdrawal.
- Click on Submit to continue with withdrawal.
- Alternatively, click Cancel to cancel the withdrawal.



Withdraw from Marriage Counselling Programme

- 6 Alternatively, you may withdraw from the Marriage Counselling Programme by navigating to the Divorce > Ongoing Filing section. Locate the MCP Case ID to withdraw from.
- 7a Click on the three dots under More Options.
- 7b Select Withdraw.
- 8 Key in the Reason for Withdrawal.
- 9 Click on **Submit** to continue with withdrawal.
- 10 Alternatively, click Cancel to cancel the withdrawal

