



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

**PIDM INDUSTRY PORTAL:
USER GUIDE – SYSTEM ACCESS & MI USER
MAINTENANCE**

ISSUE DATE : 6 APRIL 2026



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG1-A4/2026 (IPS-SA&UM)	Issued on	6 April 2026
TITLE	PIDM INDUSTRY PORTAL: USER GUIDE – SYSTEM ACCESS & MI USER MAINTENANCE		

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1.0 INTRODUCTION

- 1.1 Perbadanan Insurans Deposit Malaysia (“PIDM”) Industry Portal (“IPS”) provides member institutions (“MIs”) with a more secure and efficient platform for online regulatory submissions of confidential information to PIDM as well as reduces the administrative burden to MIs. It provides a secure platform for the transmission of data and documents in large volumes from MIs to PIDM.
- 1.2 The purpose of this user guide is to provide a step-by-step guide to assist the MIs in using the PIDM Industry Portal for the purpose of regulatory submissions to PIDM.
- 1.3 Please note that the screenshots provided in this user guide are for illustration purposes only.
- 1.4 A reference to a statute or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them.
- 1.5 This user guide shall come into effect on 6 April 2026 and supersede the *Guide to Using the PIDM Industry Portal (“MI User Guide”) System Access & MI User Maintenance* dated 31 March 2023.
- 1.6 For software and hardware requirements to access the PIDM Industry Portal, kindly refer to the *Prerequisites Checklist* document available on PIDM’s website¹.
- 1.7 For reference on the roles and responsibilities of MI Liaison Officers, please peruse the *Member Institution Liaison Officers Appointment Process* document available on the PIDM’s website¹.
- 1.8 All enquiries related to this user guide may be directed to:

Telephone: 1-800-88-1266

Email: industryportalinfo@pidm.gov.my

¹ <https://pidm.gov.my/key-references/industry-portal/resources>

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2.0 DEFINITIONS

2.1 For the purposes of this User Guide —

“**MI**” means a member institution as defined in the PIDM Act;

“**MIALO**” means any person nominated by an MI as the Member Institution Administrative Liaison Officer for the purposes of performing the roles and responsibilities in accordance with the user guide issued by PIDM for the access or use of the PIDM Industry Portal as the MIALO;

“**MIPLO**” means any person nominated by an MI as the Member Institution Primary Liaison Officer for the purposes of performing the roles and responsibilities in accordance with the user guide issued by PIDM for the access or use of the PIDM Industry Portal and the PIDM e-Box as the MIPLO;

“**MIOfficer**” means any person nominated by an MI as the Member Institution Officer for the purposes of performing the roles and responsibilities in accordance with the user guide issued by PIDM for the access or use of the PIDM Industry Portal and the PIDM e-Box as the MIOfficer;

“**PIDM Act**” means the Malaysia Deposit Insurance Corporation Act 2011;

“**PIDM Industry Portal**” means PIDM’s online portal that enables submissions of information and documents (including any letter, report, form, returns, brochure, term sheet, contract terms and conditions and action plan) by the MIs to PIDM, as required by PIDM from time to time;

“**PIDM e-Box**” means the secured channel that is integrated to the PIDM Industry Portal and uses a 2-tier authentication for the transmission of large and confidential data from the MIs to PIDM;

“**PIDM**” means Perbadanan Insurans Deposit Malaysia; and

“**User**” means any person nominated by an MI to access or use the PIDM Industry Portal or the PIDM e-Box, including the MIALO.

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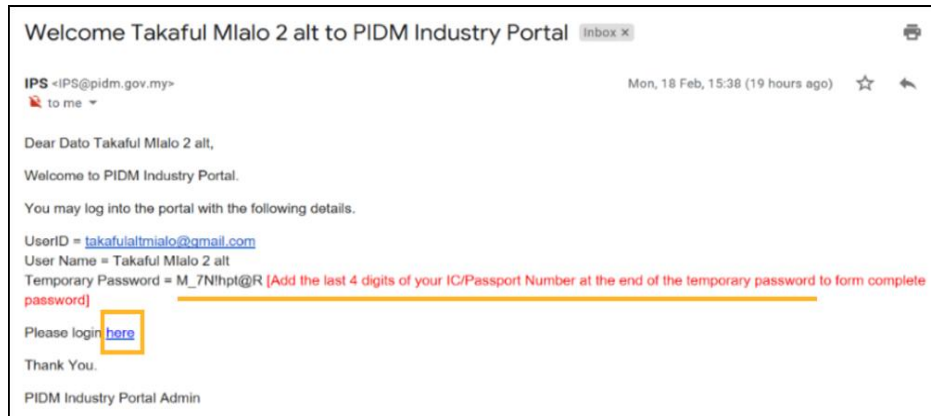
2.2 Notice for Change in Terminology:

Terms reflected in this document	Terms reflected in the IPS
MI Users	MI Users / Others
Member Institution	Member Institution / Others
MI	MI / Others
MI Officer	MI Officer / Others

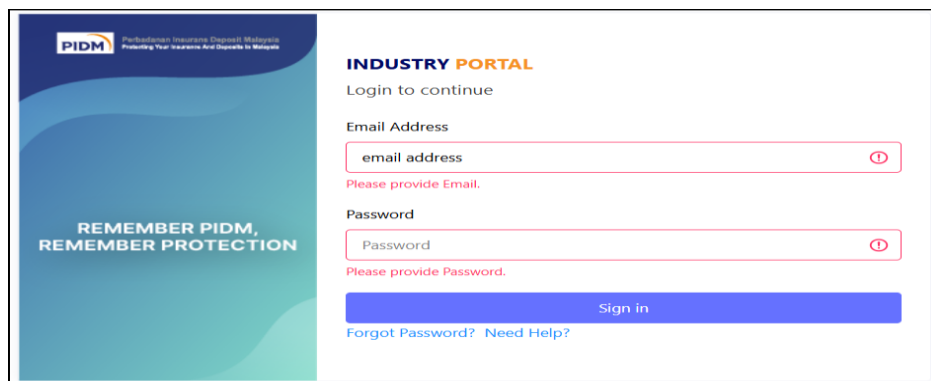
Please note that there is no implication on the function and usage of the PIDM Industry Portal resulting from the update above.

3.0 FIRST TIME LOG IN

3.1 **Step 1:** Upon receipt of a welcome email from IPS, click on the hyperlink in the email to be directed to the PIDM Industry Portal login page.

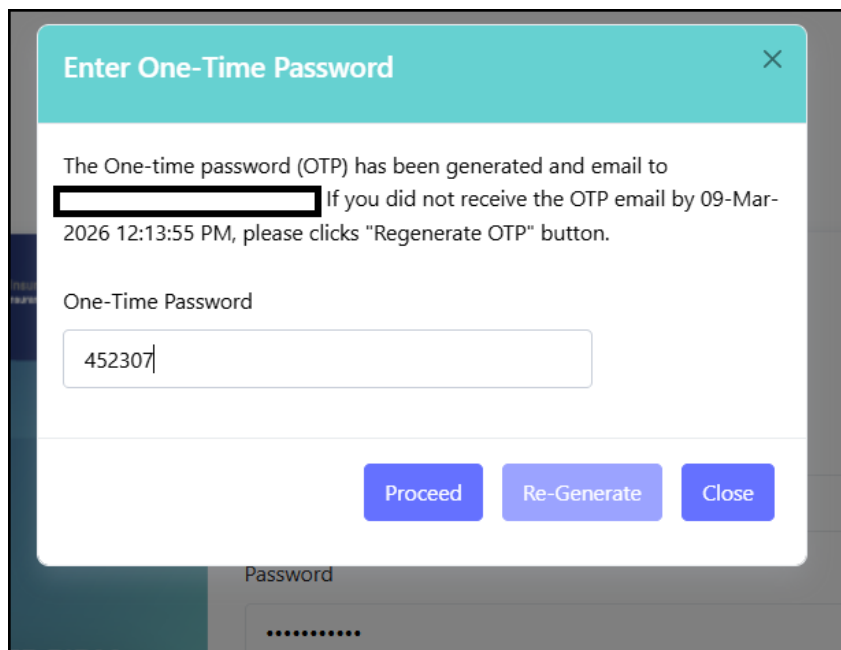
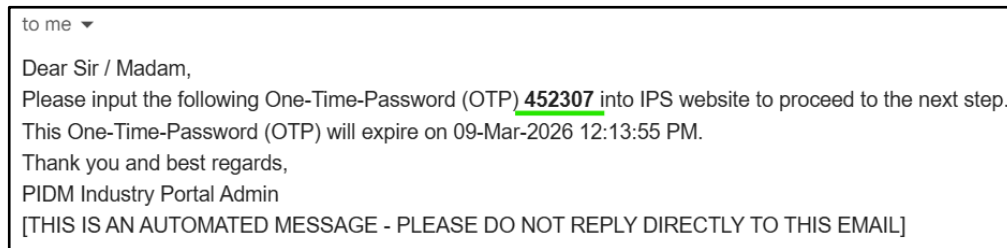


3.2 **Step 2:** At the login page, insert the MI LO's registered email and Temporary Password provided in the welcome email. Include the last four (4) digits of the user's NRIC / passport number at the end of the Temporary Password.



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- 3.3 **Step 3:** IPS will send a One-Time Password (OTP) to MI LO's registered email. The OTP is valid for 5 minutes and can be re-generated after 5 minutes is due. User to input the OTP into the 'Enter One-Time Password' pop-up box, and click "Proceed".



- 3.4 **Step 4:** Upon successful sign in, user will be required to change the Temporary Password. Input 'Current Password' as the same Temporary Password. Create a 'New Password' that observes the password rules listed under **Notes**. Input again the 'New Password' to confirm the new password.

Click on the checkbox to agree to the *Terms & Conditions of Use for PIDM Industry Portal and PIDM e-Box*.

Click "Submit" to proceed.

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CHANGE PASSWORD

Current Password *

New Password *

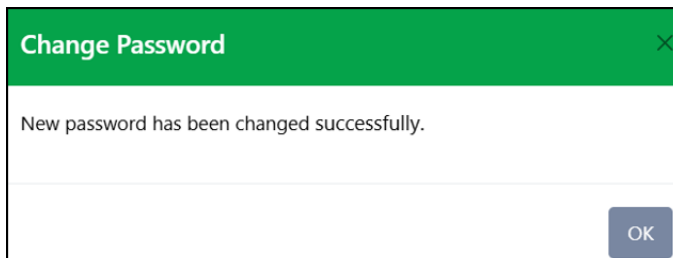
Confirm Password *

I acknowledge that I have read and agree to the [terms and conditions](#)

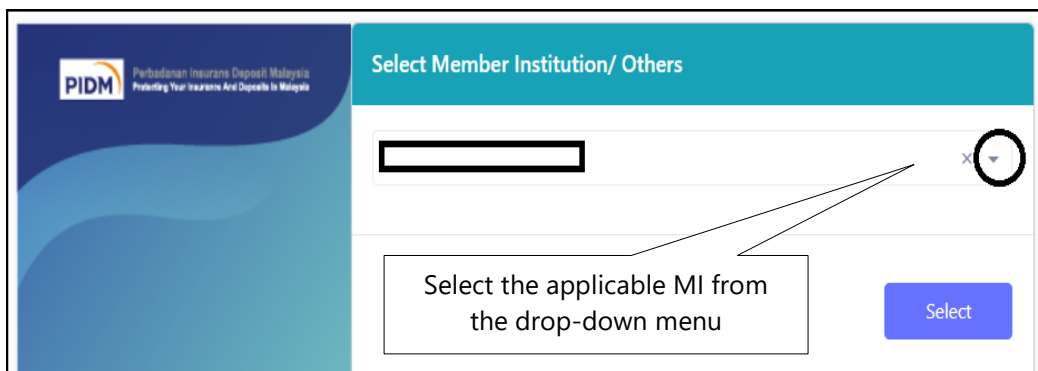
Notes:
 Password must meet the following complexity requirements:

- Cannot recycle previous 24 password history.
- Minimum password age is 1 day.
- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Be at least ten characters in length.
- Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

3.5 **Step 5:** IPS confirms the password change with a pop-up box. User is required to use this new password moving forward.



3.6 **Step 6:** If user is a registered LO in more than one (1) different MI under the same financial group, user has to select the applicable MI from the drop-down menu.

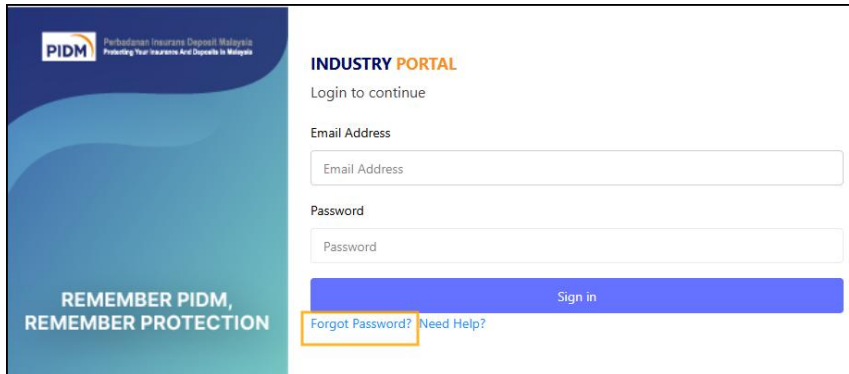


3.7 **Step 7:** Upon successful login, user will be directed to the user's Dashboard.

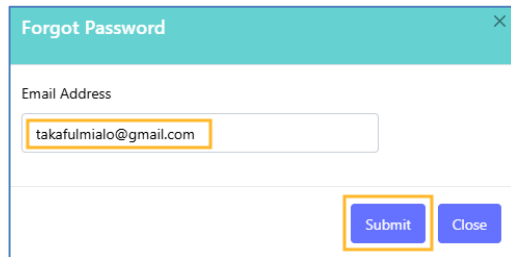
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4.0 FORGOT PASSWORD

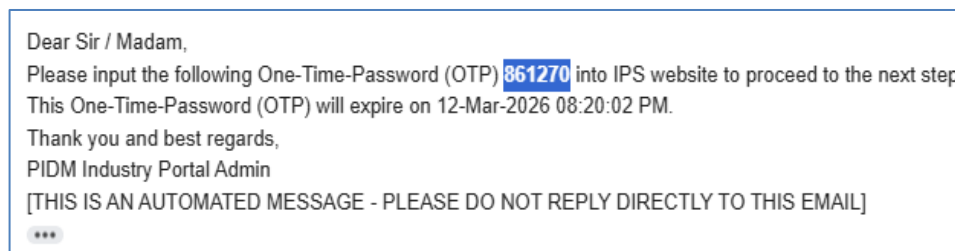
4.1 **Step 1:** In the event a user is unable to recall user's own IPS login password, user may obtain a temporary password by clicking "Forgot Password?" in the login page.



4.2 **Step 2:** User to input user's registered email address. Click "Submit".

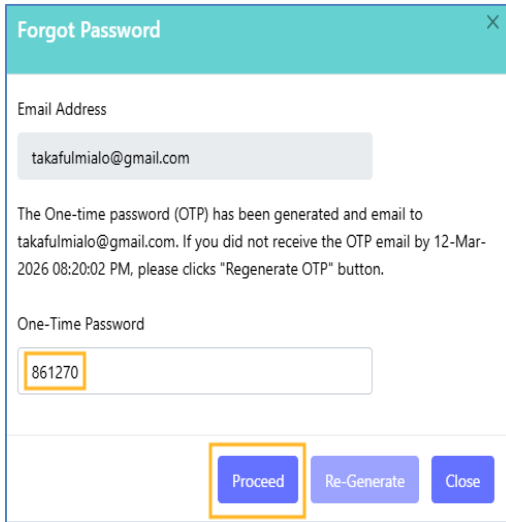
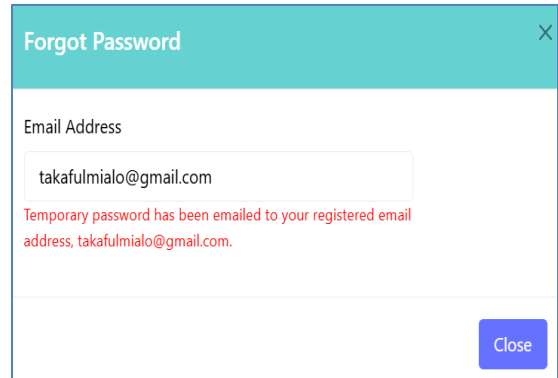


4.3 **Step 3:** User will receive an email from IPS with the OTP.

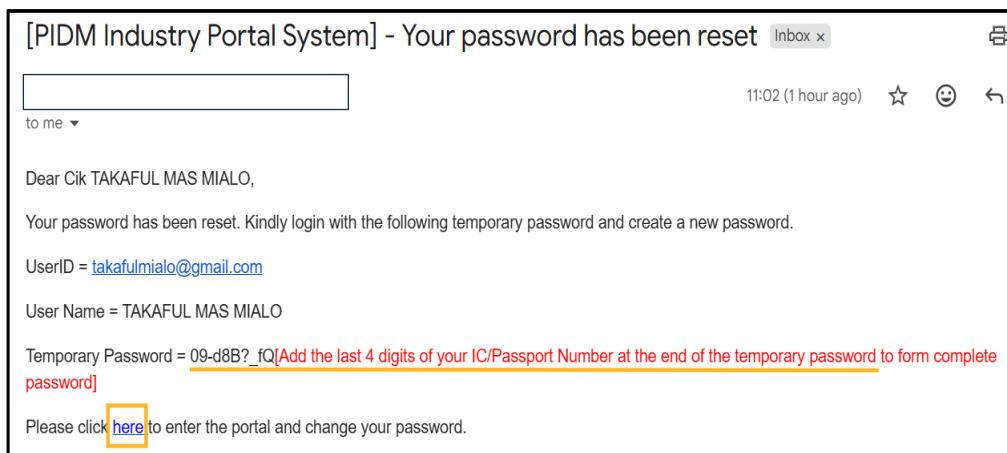


4.4 **Step 4:** Input the OTP in the pop-up box and click "Proceed" to request for a temporary password. IPS informs user that the temporary password has been emailed to user's registered email.

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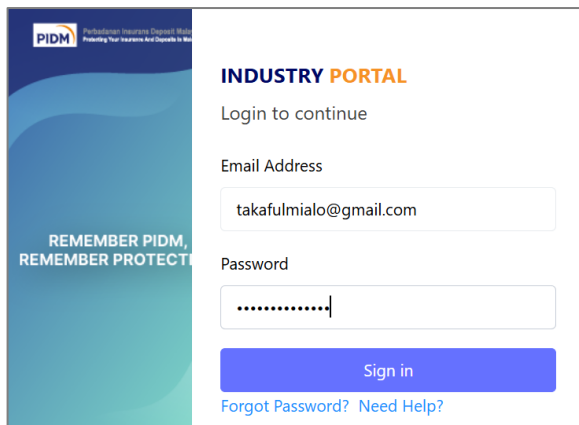



- 4.5 **Step 5:** Upon receipt of the reset password email from IPS, click on the hyperlink in the email to be directed to the PIDM Industry Portal login page.

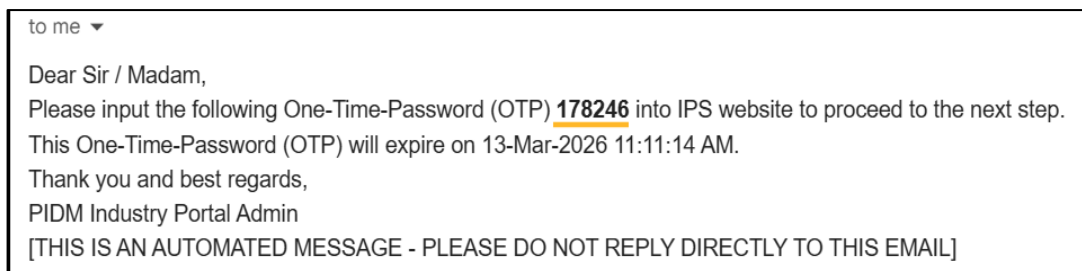
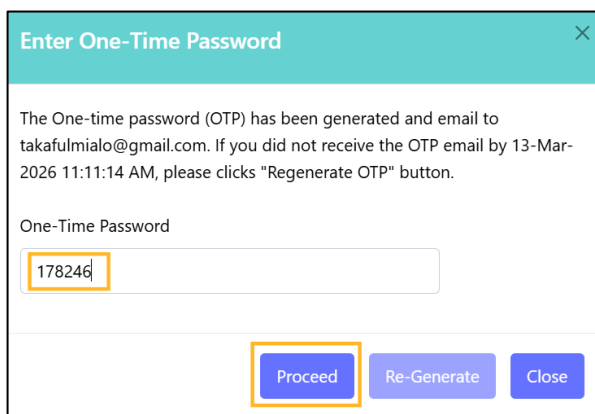


- 4.6 **Step 6:** At the login page, user to input the registered email and Temporary Password provided in the reset password email. Include the last four (4) digits of the NRIC/ passport number at the end of the Temporary Password.

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- 4.7 **Step 7:** IPS will send a One-Time Password (OTP) to user’s registered email. The OTP is valid for 5 minutes and can be re-generated after 5 minutes is due. User to input the OTP into the ‘Enter One-Time Password’ pop-up box, and click “Proceed”.

- 4.8 **Step 8:** Upon successful sign in, user will be required to reset the Temporary password. Input ‘Current Password’ as the same Temporary password. Create a ‘New Password’ that observes the password rules listed under **Notes**.

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Click on the checkbox to agree to the *Terms & Conditions of Use for PIDM Industry Portal and PIDM e-Box*.

Click "Submit" to proceed.

CHANGE PASSWORD

Current Password *

New Password *

Confirm Password *

I acknowledge that I have read and agree to the [terms and conditions](#)

Notes:
 Password must meet the following complexity requirements:

- Cannot recycle previous 24 password history.
- Minimum password age is 1 day.
- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Be at least ten characters in length.
- Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

4.9 **Step 9:** IPS confirms the password change with a pop-up box. User is required to use this new password moving forward.

Change Password ✕

New password has been changed successfully.

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5.0 MI USER MAINTENANCE

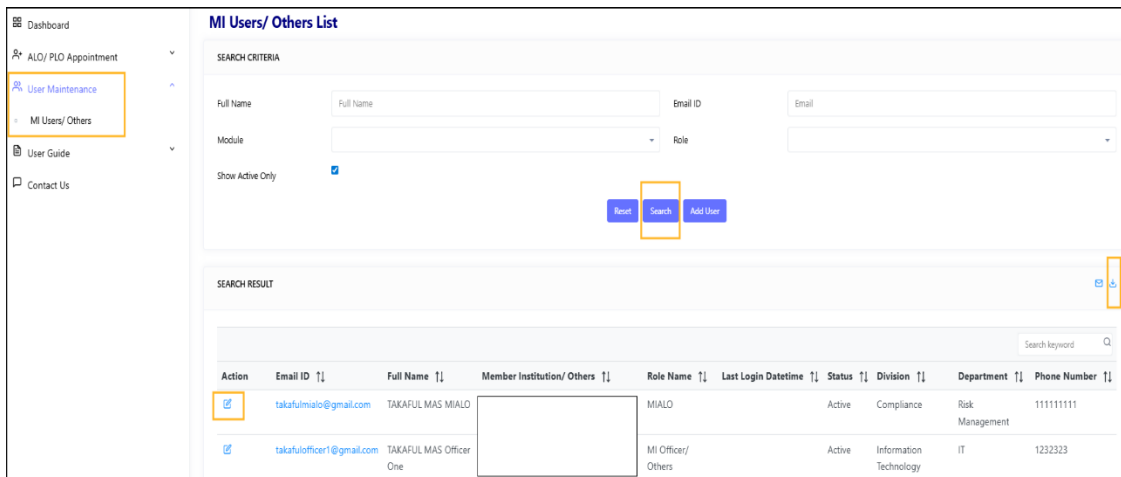
5.1 Search MI Users (MIALO, MIPLO, MIOfficer)

Step 1: Click “MI Users/ Others” sub-menu under “User Maintenance” menu.

Step 2: Define the search criteria (if any) and click “Search”. Uncheck “Show Active Only” checkbox to include inactive/deactivated users in the search result.

Step 3: Click on the “Action” icon to drill into the selected user profile.

Step 4: MIALO can export the search result to MS Excel format by clicking on the “Download” icon.



5.2 Edit MI Users Profile & Access Right

User may search for a specific MI User record to be edited by using the “MI Users” menu.

MIALO cannot edit MIALO’s own/ other MIALO information. New or Replacement or Deactivation of MIALO must go through the LO Appointment process.

MIALO may edit MIPLO user profile and access right of a MIPLO. However, New or Replacement or Deactivation of MIPLO must go through the LO Appointment process. MIALO also cannot edit the Effective Date From/To, and User Status of a MIPLO user profile.

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Edit MI/ Others User

1 Personal Details 2 Access Right 3 Appointment

PERSONAL DETAILS

Email * fghjk@gmail.com Salutation * Miss

Full Name * Kelly Clarkson NRIC/ Passport No * 1234567

Designation * CRO Division * Risk Management

Department ERM Dept

Effective Date From * 13-Oct-2021 Effective Date To 17-Oct-2021

User Status Active Inactive

Effective Date From/To and User Status fields are Read-only, non editable.

A. GRANT/REVOKE ACCESS RIGHT

Member Institution/ Others [] Role * MIPLO

Module * [Submission Management, MI Profile Maintenance] Can Contribute

Submission Type(s) * [Differential Levy Systems (DLS) [Read Only], Levy assessment for insurer members [Read Only]]

Note: "Contribute" Enables the user permission to create, add, remove

SELECT ALL

Differential Levy Systems (DLS) [Read Only]

Differential Levy Systems Takaful (DLST) [Read Only]

Levy assessment for insurer members [Read Only]

MIALO can modify MIPLO access right in IPS.

5.3 Create New MI Officer

Step 1: To create a new MIOfficer, MIALO to login and click on "User Maintenance" menu. Select "MI Users/ Others" sub-menu, and click "Add User".

Dashboard

ALO/ PLO Appointment

User Maintenance

MI Users/ Others

User Guide

Contact Us

MI Users/ Others List

SEARCH CRITERIA

Full Name [Full Name] Email ID []

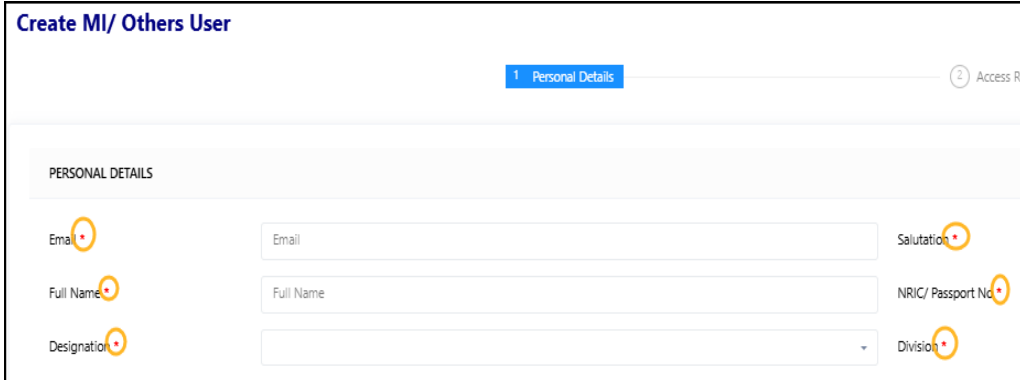
Module [] Role []

Show Active Only

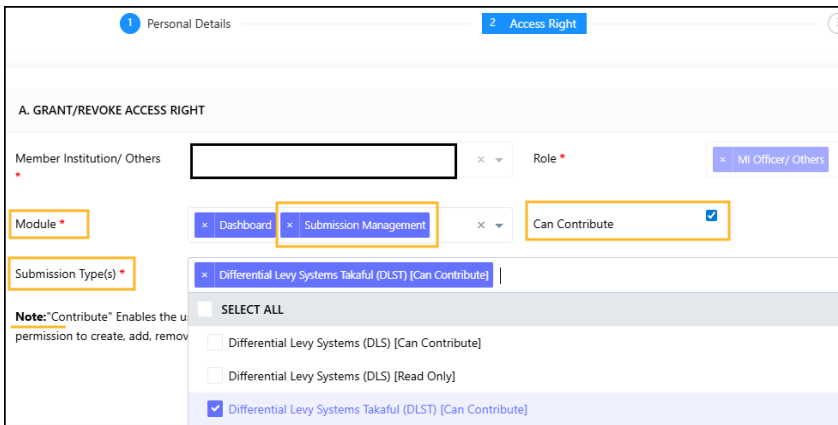
Reset Search **Add User**

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Step 2: Complete the form. Mandatory fields are marked with an asterisk *.



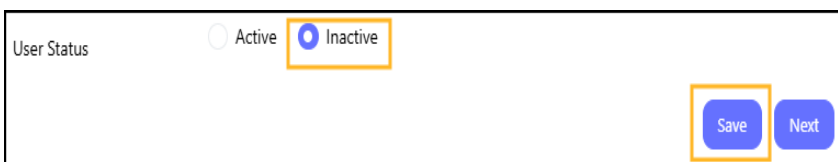
Step 3: Assign access rights (either 'Can Contribute' or 'Read Only') for the corresponding modules. For Submission Management module, select the applicable 'Submission Type(s)' from the listing provided. Click "Bulk Add Or Update" to proceed.



5.4 Deactivate MIOfficer

Step 1: Using the Search MI Users function, MIALO may search for a specific MIOfficer profile to be deactivated. Go to "MI Users/ Others" sub-menu under "User Maintenance" menu.

Step 2: Update the "User Status" to Inactive and click "Save". The inactive MIOfficer access to IPS will be disabled. However, the deactivated user records are still searchable in IPS using the Search MI Users function.



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5.5 Search LO Appointment Request

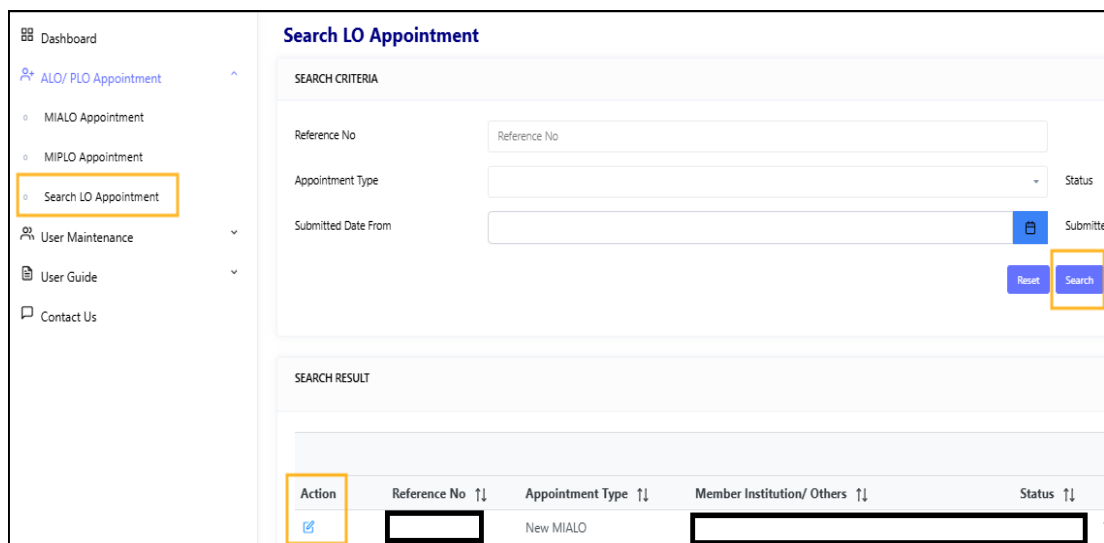
User may locate the form using the “Search LO Appointment” sub-menu under “ALO/PLO Appointment” menu.


- User can edit the saved draft any time and resave, before clicking “Submit”.
- To discard a draft form, click on the “Cancel” button. The form status will be updated to “Cancelled”, and ‘Read-only’ mode.
- User can search for a “Confirmed” LO Appointment Request and drill into the request to upload the signed, dated and stamped LO Appointment Form.
- User can track submitted LO Appointment Requests status.
- User can search and view historical LO Appointment Requests details.

Step 1: Click “Search LO Appointment” menu.

Step 2: Define search criteria (if any) and click “Search”.

Step 3: Click on the “Action” icon to drill into the selected request for further action.

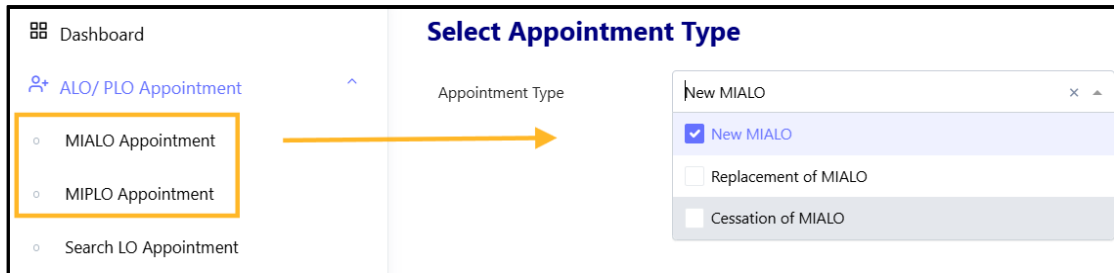


Action	Reference No ↑↓	Appointment Type ↑↓	Member Institution/ Others ↑↓	Status ↑↓
	[Redacted]	New MIALO	[Redacted]	

5.6 Create New MIALO & MIPLO Appointment Request

Step 1: To create a new MIALO or MIPLO appointment request, go to “ALO/ PLO Appointment” menu. Select “MIALO Appointment” or “MIPLO Appointment”. Thereafter, select “New MIALO” or “New MIPLO”.

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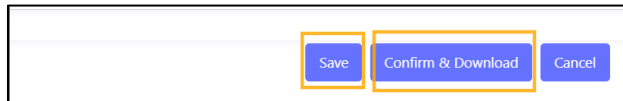


IPS will perform a MIALO/MIPLO headcount threshold validation. If the current MI's headcount has reached the maximum number of MIALO/MIPLO, an error message will appear. You will have to create a replacement of MIALO/MIPLO instead.

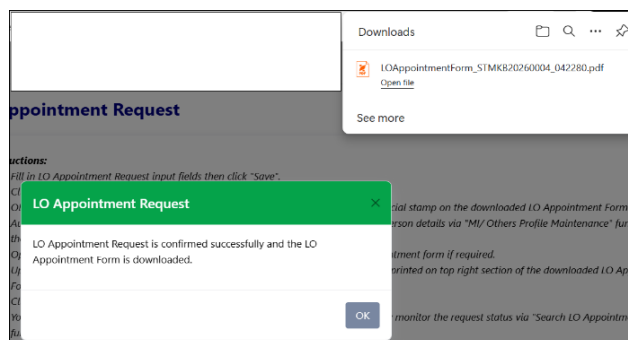
Step 2: Please follow the **Instructions** on top of the online form which are explained below. IPS will assign a unique reference number to the appointment request upon the first **Save**, and the form status will be "Draft".

Instructions:

1. *Fill in LO Appointment Request input fields, then click "Save".*



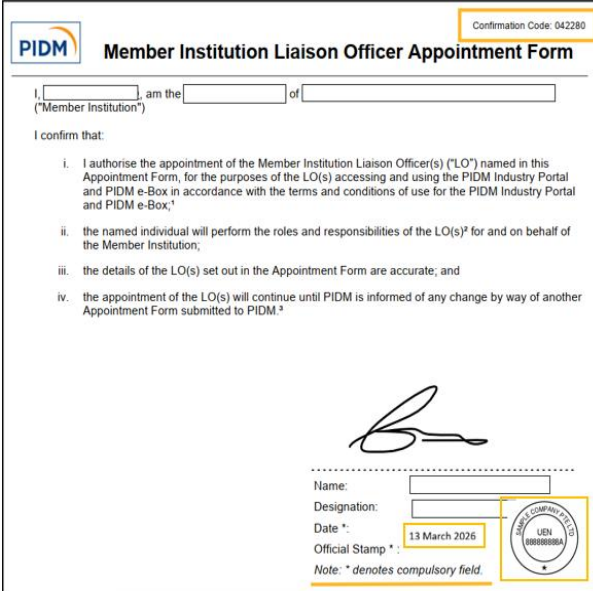
2. *Click "Confirm & Download" after completed all input fields.*



3. *Obtain approval from the MI/ Others Authorised Person and affix MI/ Others official stamp on the downloaded LO Appointment Form. Authorised MI/ Others PLO or MI/ Others Officer may edit the MI/ Others Authorised Person details via "MI/ Others Profile Maintenance" function if the Authorised Person details printed on the LO Appointment Form is outdated.*

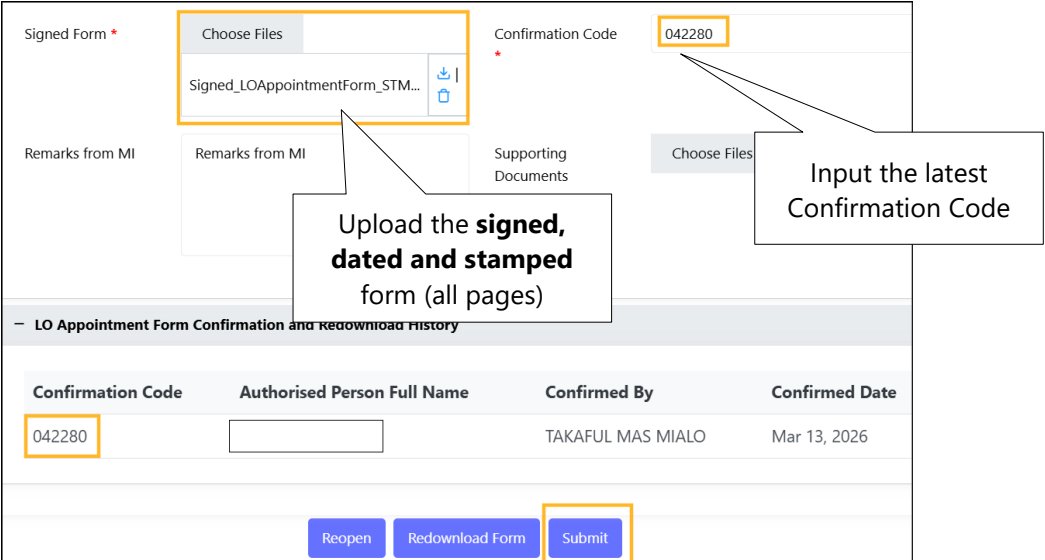
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4. *Optional: You may reopen the form for further amendment or redownload the appointment form, if required.*



The form includes a header with the PIDM logo and the title "Member Institution Liaison Officer Appointment Form". A confirmation code "042280" is displayed in the top right. The form contains several fields for "Member Institution", "Name", "Designation", and "Date". A signature is present, along with an official stamp from "TAKAFUL MAS MIALO". A note at the bottom states: "Note: * denotes compulsory field."

5. *Upload the "signed form" and enter valid "Confirmation Code". Confirmation code is printed on top right section of the downloaded LO Appointment Form.*



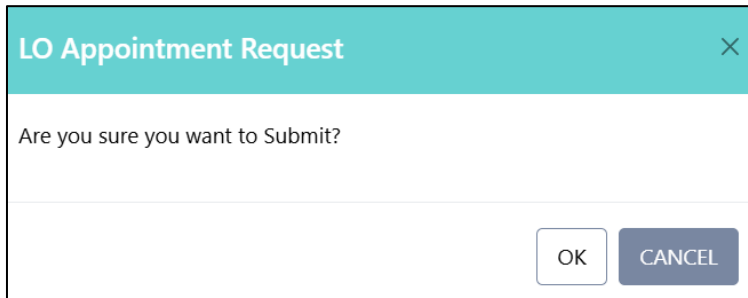
The screenshot shows a web interface for uploading a signed form and entering a confirmation code. A callout box points to the "Signed Form" field, stating: "Upload the **signed, dated and stamped** form (all pages)". Another callout box points to the "Confirmation Code" field, stating: "Input the latest Confirmation Code". Below the form fields is a table titled "LO Appointment Form Confirmation and Redownload History".

Confirmation Code	Authorised Person Full Name	Confirmed By	Confirmed Date
042280		TAKAFUL MAS MIALO	Mar 13, 2026

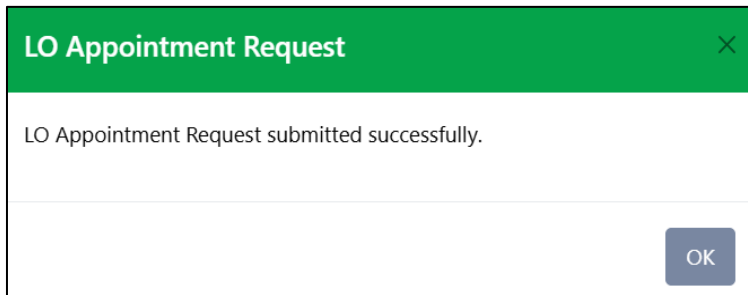
At the bottom of the interface are three buttons: "Reopen", "Redownload Form", and "Submit".

6. *Click "Submit" to submit the LO Appointment Request for PIDM processing.*

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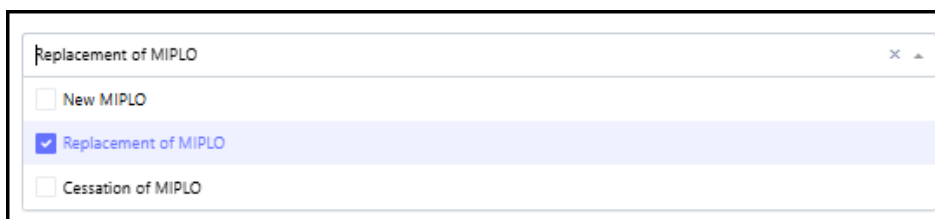


7. You will receive system notification on PIDM processing status. Alternatively, you may monitor the request status via "Search LO Appointment" function.

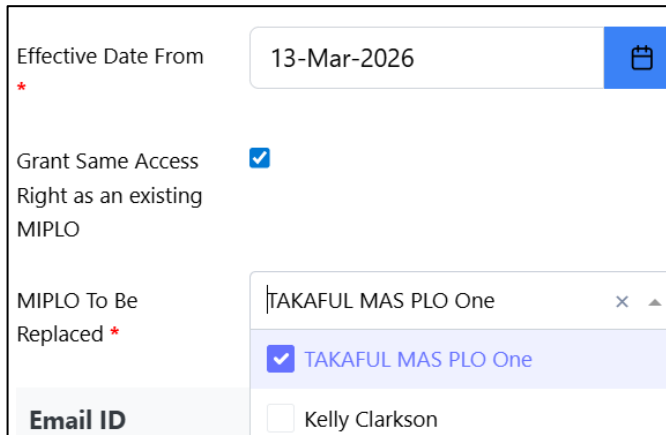


5.7 Replacement of MIALO & MIPLO

To replace an existing MIALO or MIPLO, go to "ALO/PLO Appointment" menu. Select "MIALO Appointment" or "MIPLO Appointment". Thereafter, select "Replacement of MIALO" or "Replacement of MIPLO".



User to click on "MIALO/MIPLO To Be Replaced" to open dropdown list of active MIALO/MIPLO. Select the MIALO/MIPLO to be replaced and update the form accordingly with the new MIALO/MIPLO details. Follow the **Instructions** in **Section 5.6** above.



5.8 Cessation/ Deactivate MIALO & MIPO

To deactivate an existing MIALO or MIPO, go to “ALO/PLO Appointment” menu. Select “MIALO Appointment” or “MIPO Appointment”. Thereafter, select “Cessation of MIALO” or “Cessation of MIPO”.



User to click on “MIALO/MIPO To Be Deactivated” to open dropdown list of active MIALO/MIPO. Select the MIALO/MIPO to be deactivated and click “Save”. Follow the **Instructions** in **Section 5.6** above.

