



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

**PIDM INDUSTRY PORTAL:
MI LIAISON OFFICERS APPOINTMENT PROCESS**

ISSUE DATE : 6 APRIL 2026



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6-A2/2026 (IPS-MILO)	Issued on	6 April 2026
TITLE	PIDM INDUSTRY PORTAL: MI LIAISON OFFICERS APPOINTMENT PROCESS		

TABLE OF CONTENTS

1.0	SECTION 1: ROLES AND RESPONSIBILITIES	1
2.0	SECTION 2: APPOINTMENT OF LIAISON OFFICERS	2
3.0	SECTION 3: ONLINE APPOINTMENT PROCESS.....	4

1.0 SECTION 1: ROLES AND RESPONSIBILITIES

1.1 Each member institution (“MI”) shall appoint the following liaison officers (“LOs”) to facilitate the submissions to Perbadanan Insurans Deposit Malaysia (“PIDM”) via the PIDM Industry Portal.

1.2 The roles and responsibilities of the LOs are as follows:

No.	Role	Responsibilities
1.	MI Administrative LO (“MIALO”) <i>[minimum of one (1) and maximum of two (2) persons]¹</i>	(a) Manages the access and privileges of users within the MI (i.e. MIPLO and MIOfficer), as determined by the MI’s internal governance framework (e.g. creating new users and granting permissions, deactivating users and updating user profiles).
		(b) <ul style="list-style-type: none"> <input type="checkbox"/> Ensures information technology (IT) requirements of the MI facilitate the use of the PIDM Industry Portal; <input type="checkbox"/> Provides technical support to users within the MI; and <input type="checkbox"/> Engages the PIDM IT team on technical aspects of the PIDM Industry Portal. <input type="checkbox"/> Ensure the MI LO list and user access rights on the PIDM Industry Portal remains current.
		(c) Recommended to be from the IT department of the MI.
2.	MI Primary LO (“MIPLO”) <i>[minimum of one (1) and maximum of two (2) persons]¹</i>	(a) Governs the overall engagements between the MI and PIDM as the central point of contact. Monitors, coordinates and communicates with PIDM on matters relating to the PIDM Industry Portal.
		(b) Provides oversight and collaborates with the relevant person(s) within the MI to ensure: <ul style="list-style-type: none"> <input type="checkbox"/> Complete and timely regulatory submissions and reporting to PIDM, in accordance with the relevant legislation issued by PIDM; and <input type="checkbox"/> The MI Profile on the PIDM Industry Portal remains current.

¹ Optional to appoint a second person.

No.	Role	Responsibilities	
		(c)	MIPLO can also perform the responsibilities of the MIOfficer.
3.	MI Officer ("MIOfficer") <i>[up to twelve (12) persons]</i>	(a)	<p>Conducts the operational tasks relating to regulatory submissions</p> <ul style="list-style-type: none"> <input type="checkbox"/> Makes complete and timely regulatory submissions and reporting to PIDM, in accordance with the relevant legislation issued by PIDM; <input type="checkbox"/> Updates the MI's Profile details on the PIDM Industry Portal to ensure it remains current; and <input type="checkbox"/> Acts as the LO pertaining to all matters relating to the relevant submission types.²

2.0 SECTION 2: APPOINTMENT OF LIAISON OFFICERS

- 2.1 MIs should adopt optimal internal governance arrangements for engaging PIDM effectively via the PIDM Industry Portal.
- 2.2 At the minimum, each MI should appoint one (1) representative to take on the roles of the MIALO and MIPLO respectively.
- 2.3 Options are provided for the MI to appoint an alternate person for each of the mandatory MIALO and MIPLO roles.

[The rest of this page is intentionally left blank]

² Submission types refer to submissions available via PIDM Industry Portal.



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6-A2/2026 (IPS-MILO)	Issued on	6 April 2026
TITLE	PIDM INDUSTRY PORTAL: MI LIAISON OFFICERS APPOINTMENT PROCESS		

2.4 MIs can appoint up to twelve (12) MIOfficer(s) to perform the following regulatory submissions:

Regulatory Submissions ³	Maximum number of MIOfficer(s)
A. Submission through PIDM e-Box	
<p>Deposit-taking Members:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Deposit Information Systems and Submission <input type="checkbox"/> Deposit Information Systems & Submission – Random Date <input type="checkbox"/> Deposit Information Systems & Submission (SFF 1 - Random Date) <input type="checkbox"/> Deposit Information Systems & Submission (FRF - Random Date) <input type="checkbox"/> Trial SFF Testing & Other Reports <input type="checkbox"/> Terms and Conditions of Membership Regulation <input type="checkbox"/> Recovery Planning Submission <p>Insurer Members:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Terms and Conditions of Membership Regulation <input type="checkbox"/> Levy Assessment 	Up to 5
B. Submission NOT through PIDM e-Box	
<p>Deposit-taking Members:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Differential Premium Systems & Return on Total Insured Deposits (Interactive submission) <input type="checkbox"/> Annual Deposit Product Insurability Report Declaration <input type="checkbox"/> Annual review of compliance with Guidelines on Provision of Information on Deposit Insurance <p>Insurer Members:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Product Information for Insurer Members <input type="checkbox"/> Review of compliance with Guidelines on Provision of Information on Takaful and Insurance Benefits Protection 	Up to 12
Total number of MIOfficers [Combination of A + B]	12

2.5 The MIPLO may opt to assume the operational role of making the regulatory submissions and updating the MI's profile details. In this instance, no appointment of MIOfficer is required.

³ Will be updated as and when new submission(s) are introduced through the PIDM Industry Portal.



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6-A2/2026 (IPS-MILO)	Issued on	6 April 2026
TITLE	PIDM INDUSTRY PORTAL: MI LIAISON OFFICERS APPOINTMENT PROCESS		

2.6 Please note that only five (5) representatives of the MI (either MIPLO or MIOfficer) are granted with permissions (contribute or edit function) to perform the regulatory submissions via PIDM's e-Box.

3.0 SECTION 3: ONLINE APPOINTMENT PROCESS

3.1 To appoint a new MIPLO or MIALO, the existing MIPLO or MIALO is required to create and submit the online LO Appointment request through the PIDM Industry Portal. Please note that the MIOfficer, by nature of his / her responsibilities, is not authorised to perform this appointment process.

3.2 The MIPLOs or MIALOs are able to create and submit the online LO Appointment request for his / her own MI.

3.3 The MIPLOs or MIALOs may represent other MIs under the same financial group. Notwithstanding this, if the same person represents different MIs, PIDM requires each MI to submit the respective online LO Appointment request through the PIDM Industry Portal.

3.4 For a detailed step-by-step guide on the creation and submission of the online LO Appointment request, please refer to ***PIDM Industry Portal: User Guide - System Access & MI User Maintenance*** made available on PIDM's website.

3.5 Please note that the submission shall require an approval from the MI Authorised Person⁴, by way of a physical or electronic signature, and inclusion of an official company stamp (physical or electronic form). The details of the MI Authorised Person shall be automatically retrieved, based on the information provided under the MI Profile Maintenance module, and populated into the form.

3.6 Effective 31 January 2022, only online LO Appointment request through the PIDM Industry Portal shall be acceptable. Hard copies or email copies of the Appointment Form shall no longer be accepted and processed by PIDM.

Notwithstanding the above, in the event the MIALO or MIPLO is unable to complete the online appointment process⁵, please contact PIDM via industryportalinfo@pidm.gov.my.

⁴ The person officially heading the institution e.g. CEO, Managing Director, Head of Country (as reported to Bank Negara Malaysia ["BNM"]) or the person acting on behalf of the CEO in his / her absence (as reported to BNM).

⁵ Including instances where a new PIDM MI has yet to be accorded access to the PIDM Industry Portal.