Our Plan

Since our establishment in 2005, PIDM has built a strong foundation to protect financial consumers and maintain financial system stability in an ever-changing environment. Our focus has evolved to anticipate shifts in the operating landscape while ensuring we deliver on our mandate effectively. This is underpinned by a robust strategic planning process that assesses the operating environment, stakeholder expectations and key risks, alongside strategies to address them. We also considered the resources or capital required, including human capital, social and relationship capital, financial capital, intellectual capital and manufactured capital. Following these assessments, we then articulate the material matters that require our attention.[1]

Our three-year corporate plan sets out our strategic focus and key result areas, as well as the corporate initiatives for the three-year planning period. Annually, PIDM sets out the initiatives, performance targets and the required budget to support both the carrying out of these initiatives and the execution of our daily operations.

Our Corporate Plan 2023 – 2025

PIDM's Corporate Plan 2023 – 2025, themed "Realising Readiness", reflects our strategic intent to intensify our focus on resolution readiness. This is to be accomplished by enhancing our internal preparedness, as well as increasing the readiness of our external stakeholders, including financial safety net (FSN) players, service providers, member institutions, the media and public at large, in supporting the effective resolution of our member institutions. The alignment of our key stakeholders in achieving our strategic objective of resolution readiness is illustrated in the diagram below.

Realising Readiness – PIDM's Internal and External-Collaborative Stakeholders Readiness

PIDM-Ready

Robust internal preparations to intervene in troubled member institutions according to various scenarios and challenges

Industry-Ready

Planning in advance for a resolution scenario including cross-border considerations

Service providers on standby and ready to immediately step in and support PIDM to effectively resolve troubled member institutions

External Stakeholder Dependencies, New Policies and Market Developments

Public and Media-Ready

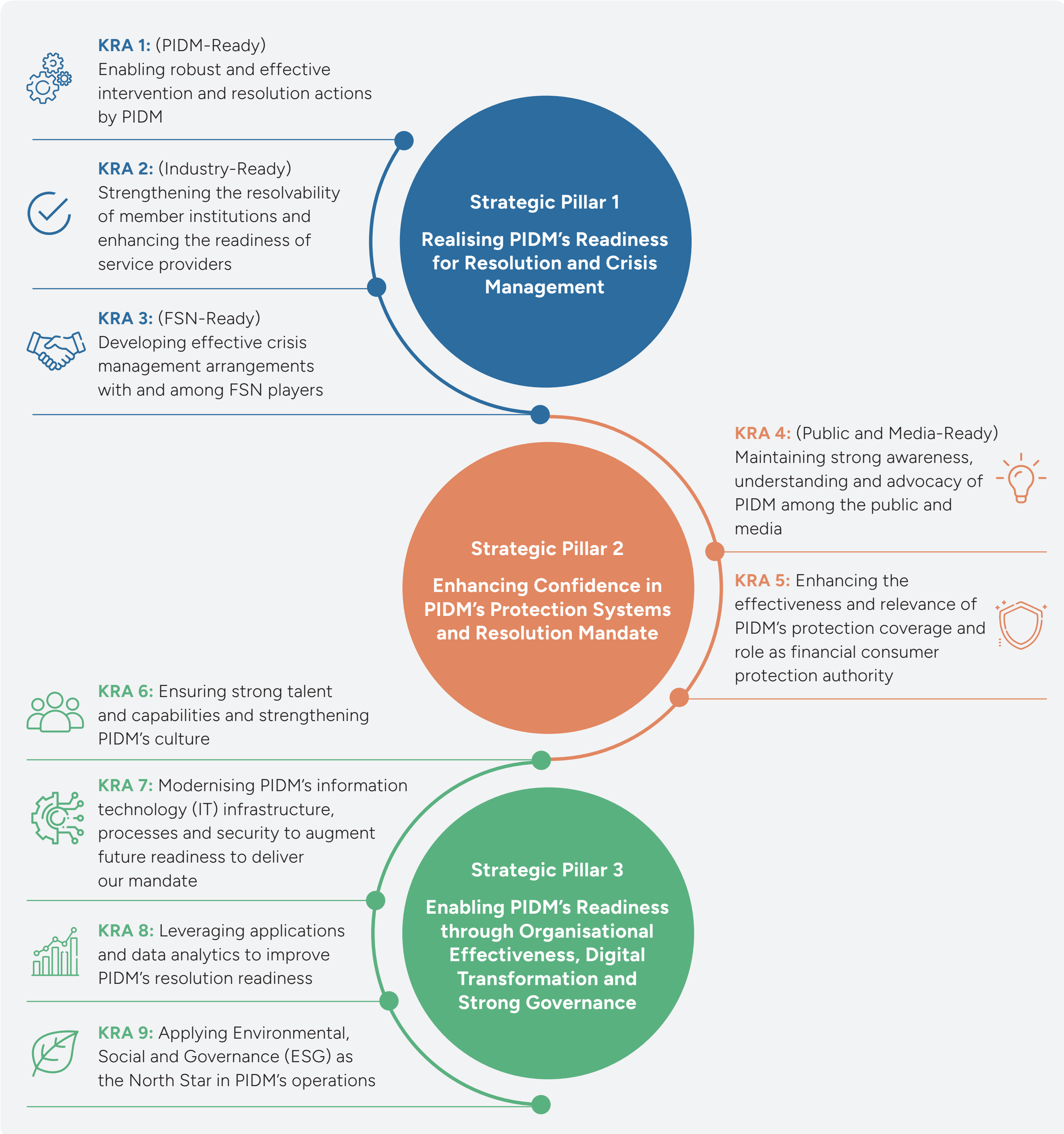
Public, media and other stakeholders including financial analysts understand PIDM's key mandate to ensure financial system stability, and are confident in PIDM's roles and actions in the event of a resolution of a member institution

Financial Safety Net-Ready

Clear and effective crisis management coordination arrangements between key domestic authorities (PIDM, Bank Negara Malaysia and the Ministry of Finance) that are continually tested and strengthened through rigorous simulation exercises

[1] *Refer to the Risks and Material Matters which can be found at www.pidm.gov.my. A description of our capital and how the different types of capital are interlinked and translated to achieve our mandate can also be found here*

We then set out our material matters, which have been articulated into nine Key Result Areas (KRAs) and organised under three strategic pillars, as depicted below.



The strategic pillars and KRAs aim to deepen PIDM's focus on resolution readiness, enhance our financial consumer protection systems, and ensure that our role as a resolution authority for member institutions is well understood by stakeholders. These targets are supported by crucial internal enablers, including strong talent and capabilities, continuing implementation of digital transformation including modern infrastructure and robust cybersecurity, as well as effective governance and operations.

Our Reflection on Realising Readiness

2025 marks a pivotal milestone for PIDM as we concluded the final year of our three-year Corporate Plan 2023 – 2025. In this planning period, we have achieved significant progress towards our strategic aim of being 'resolution-ready'.

From internal readiness to collaborative readiness

Readiness is the cornerstone in ensuring PIDM's commitment to undertake resolution action for our member institutions in the event of failures or near failures. We have enhanced our overall readiness, particularly in terms of collaborative readiness, by elevating the resolution and Shariah resolution agenda with the industry, enhancing interagency coordination with other FSN players and strengthening cross-border cooperation with our counterparts. These initiatives and platforms have enabled relevant key stakeholders across diverse roles and capacities to effectively support our readiness for resolution and crisis management.

From awareness to trust and advocacy

Trust and confidence are keys to readiness. This includes stakeholders' trust and understanding of PIDM's mandate and role, both as a resolution authority and a financial consumer protection authority. We have heightened not only the level of awareness and understanding but also the advocacy among the public and media, demonstrated by the consistent results of our annual nationwide public awareness survey where we exceeded our target public awareness and advocacy levels. This was made possible with continuous delivery and curation of relevant and relatable content disseminated via our digital and social media channels, collaboration with other regulatory agencies as well as through engagement with media.

From steady state to embracing change and agility

People, technology, governance and operations are crucial in supporting PIDM's strategic objectives. The shift of the organisational mindset towards embracing change and agility have enabled us to build a solid foundation for change in technological advancements, in managing cybersecurity risks and in changing the way we work. We have inculcated the fundamentals of a digital and sustainability culture among our employees, equipping them with future-ready skills, using data analytics for better decision-making and modernising our applications with strengthened security for PIDM to be cloud-ready.

Over the past three years, we have delivered on the aspirations of our Corporate Plan 2023 - 2025. Our collective efforts have strengthened the foundation for resilience and preparedness, positioning PIDM to be agile in responding to future challenges in a constantly changing environment.