



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

**PIDM INDUSTRY PORTAL:
USER GUIDE – SUBMISSION MANAGEMENT**

ISSUE DATE : 6 APRIL 2026



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Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG5-A4/2026 (IPS-SMI)	Issued on	6 April 2026
TITLE	PIDM INDUSTRY PORTAL: USER GUIDE – SUBMISSION MANAGEMENT		

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Notice for Change in Terminology:

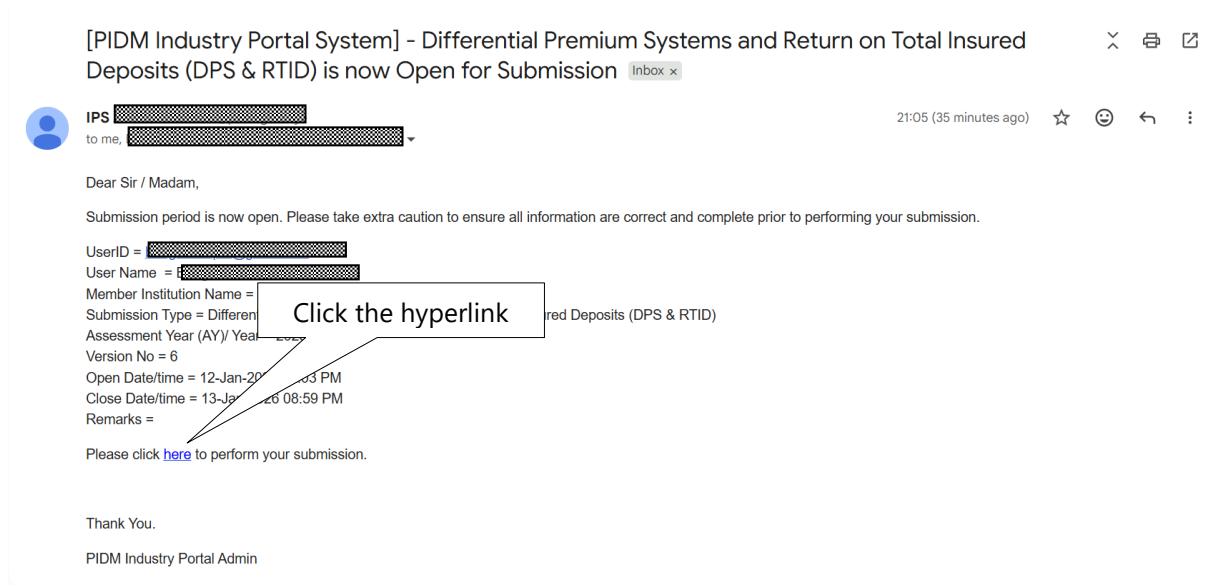
Existing terms reflected in this document	Updated terms reflected in the PIDM Industry Portal
MI Users	MI Users / Others
Member Institution	Member Institution / Others
MI	MI / Others
MI Officer	MI Officer / Others

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

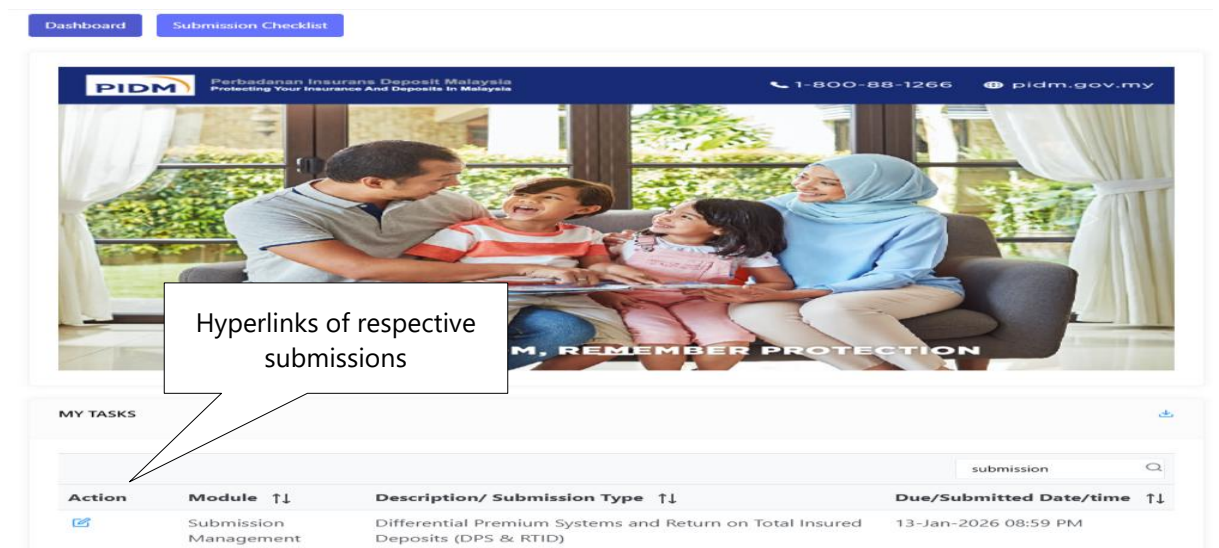
1.0 INTERACTIVE SUBMISSION

Differential Premium Systems and Return on Total Insured Deposits (DPS & RTID)

1.1 **Step 1:** The respective MIPLO or MIOfficer, assigned to perform submissions, will receive an email containing a hyperlink to access the PIDM Industry Portal (IPS) login page.

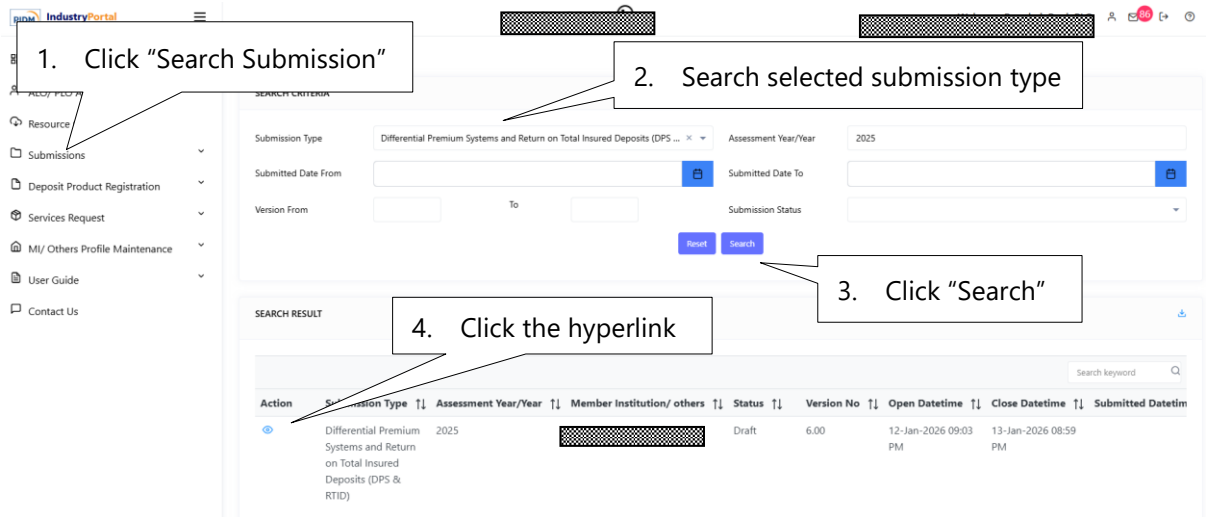


1.2 **Step 2:** Upon successful signing in, the user will be directed to the personal Dashboard. Submissions requiring further action from the user will be reflected under the "My Tasks". Click on the applicable hyperlink under the "Action" column to access the respective submission page.



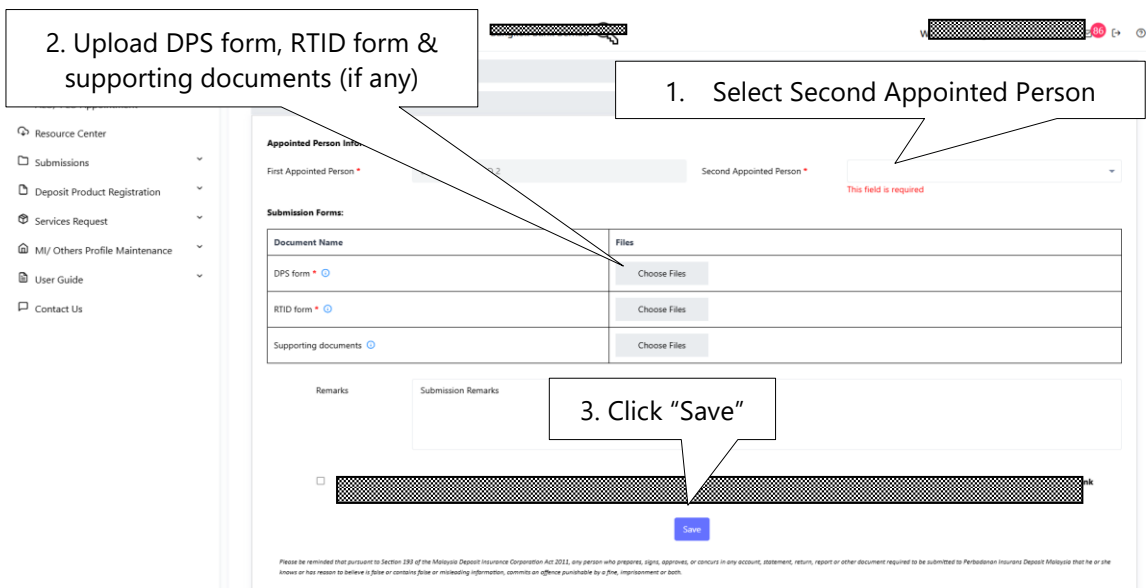
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▲ Note: User can also access the submission module by navigating to the main submission section and select “Search Submission”. After entering the search criteria based on the chosen submission type and clicking the Search button, a list of results will appear. User can then click the relevant hyperlink in the “Action” column to access the submission page.

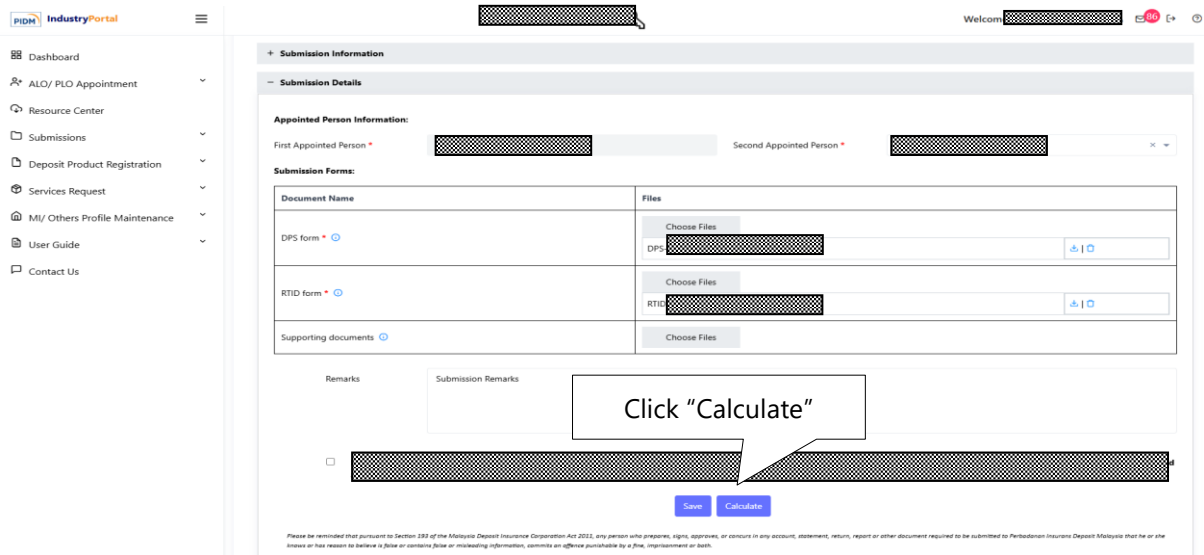


1.3 **Step 3:** Choose the Second Appointed Person (e.g. CFO/ Head of Finance). The First Appointed Person is default to the MI Authorised Person (e.g. CEO) listed in the MI Profile. This is for the purpose of submission certification by both First Appointed Person and Second Appointed Person.

Then, upload the DPS form, RTID form and supporting documents (if any). User may add remarks if necessary and then proceed to save the submission. Once saved, the submission can be revisited for further review or edits.

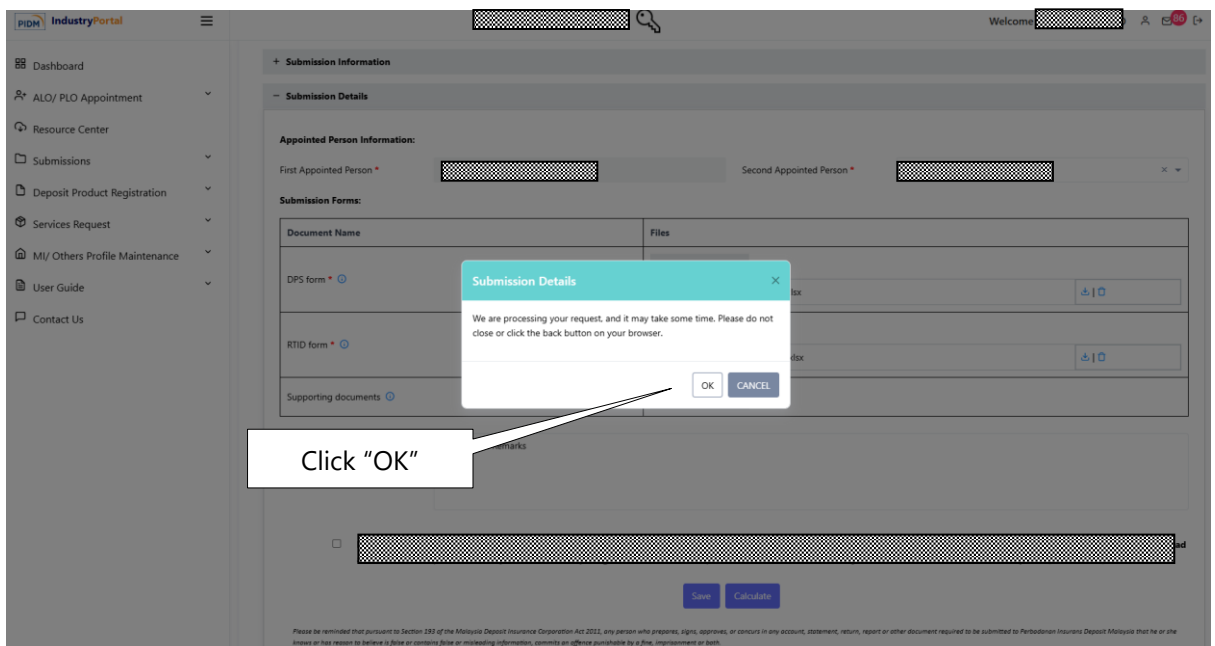


1.4 **Step 4:** After saving, click the “Calculate” button to proceed. This will enable the system to calculate the score.



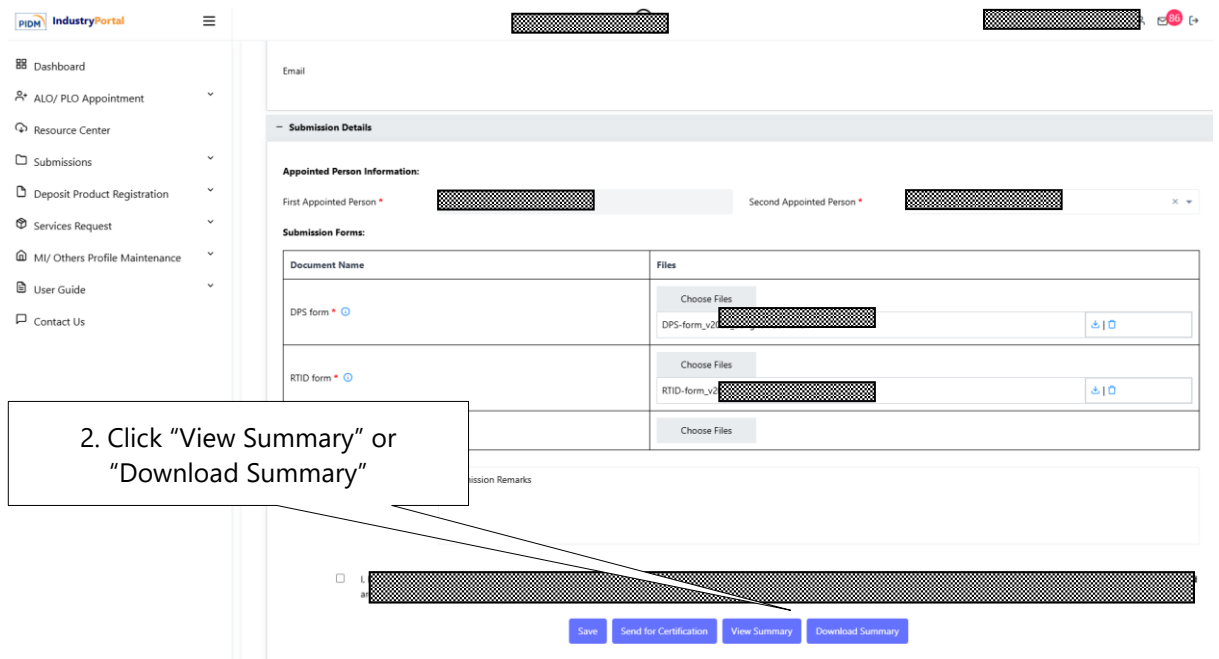
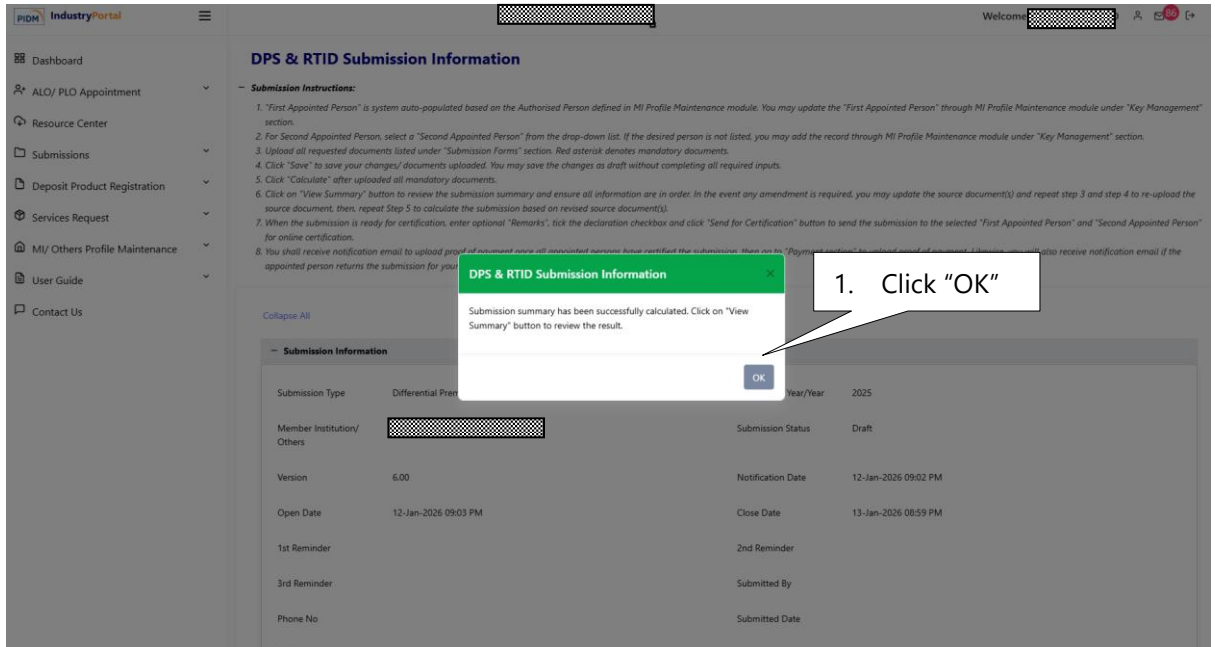
1.5 **Step 5:** Click “OK” to confirm the calculation request.

⚠ Note: Avoid closing or navigating away from the browser as the calculation process may take some time.

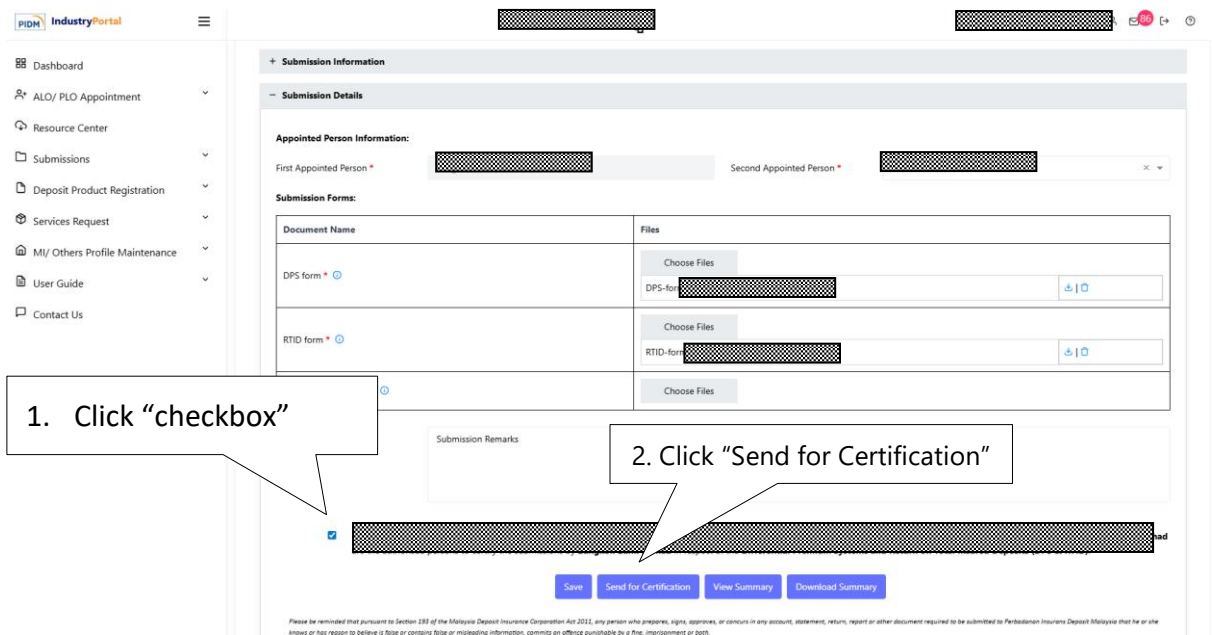


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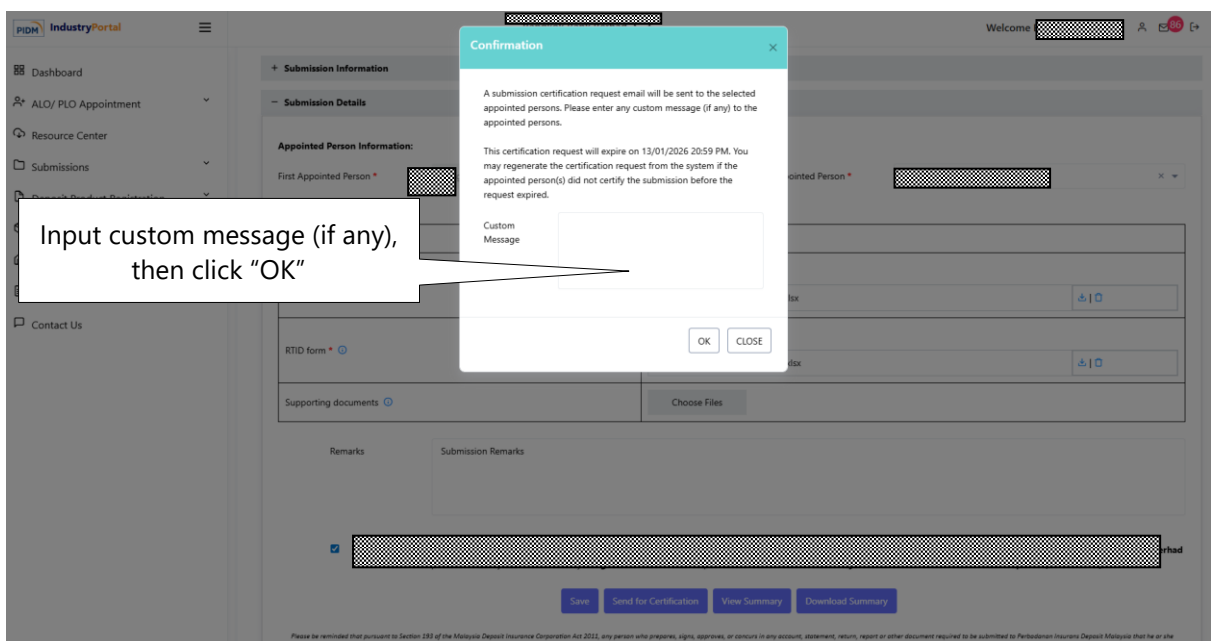
1.6 **Step 6:** Once the calculation is complete, click “OK” and User may proceed to “View Summary” or “Download Summary” of the DPS & RTID submission.



1.7 **Step 7:** After checking/reviewing the submission summary, User may proceed to click on the checkbox button to confirm that the selected Appointed Persons are duly authorised to certify the submission. Then, click the “Send for Certification” button to initiate the certification process for both the First and Second Appointed Persons.

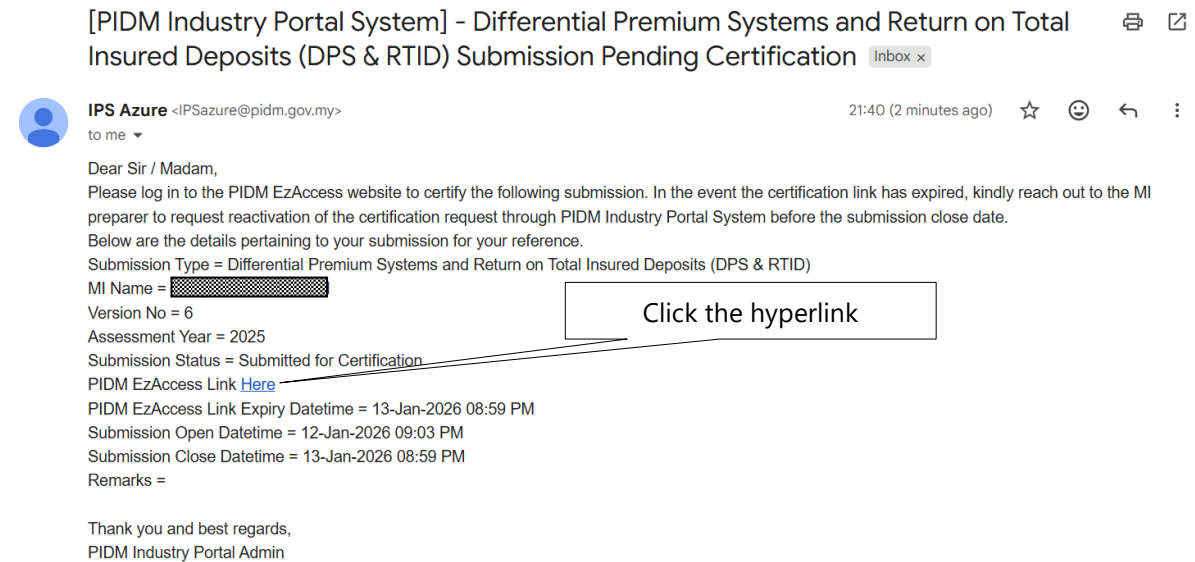


1.8 **Step 8:** User may add custom messages, if any, for the Appointed Persons. An email requesting certification will be sent to them, along with the custom messages.



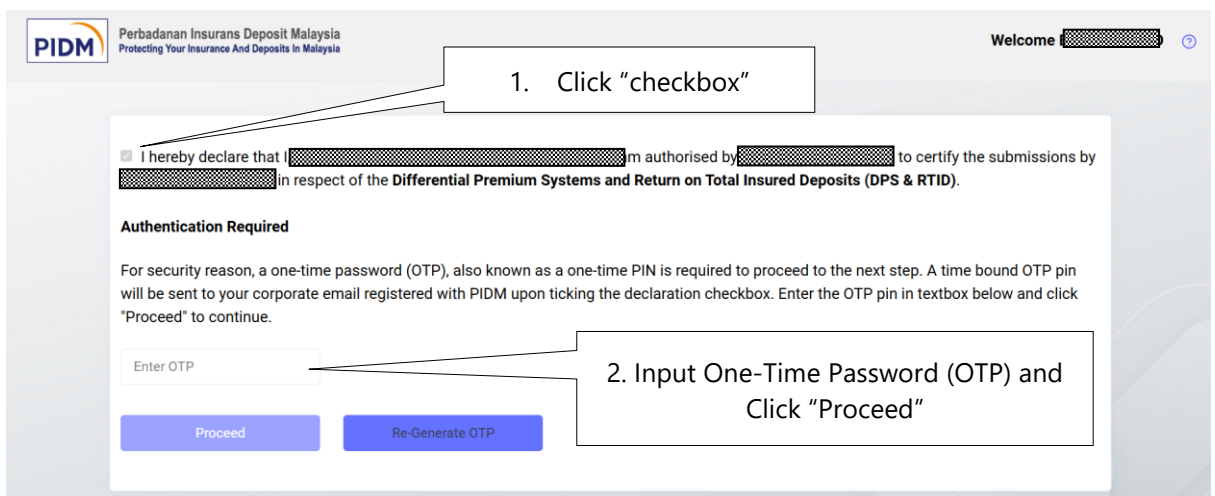
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1.9 **Step 9:** The Second Appointed Person (e.g. CFO/Head of Finance) will receive a certification request email. Click the PIDM EZAccess Website link to proceed with certification.



1.10 **Step 10:** The Second Appointed Person (e.g. CFO/Head of Finance) may click the checkbox button to declare as the authorised person to certify the submission. A One-Time Password (OTP) will be sent via email, which must be entered for certification.

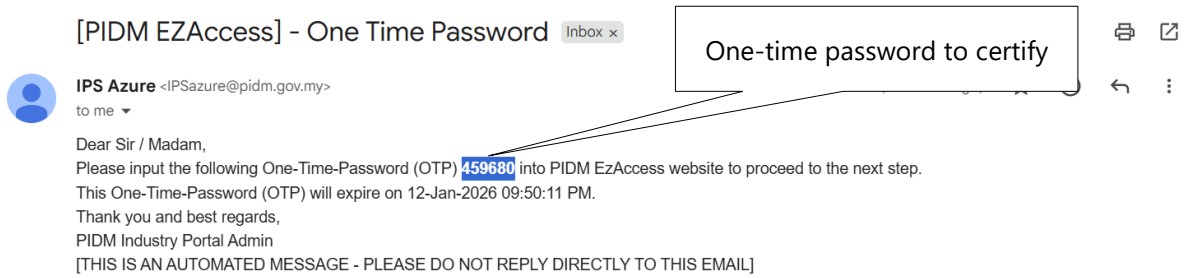
▲ Note: One-Time Password (OTP) expires in 3 minutes and can be regenerated if necessary.





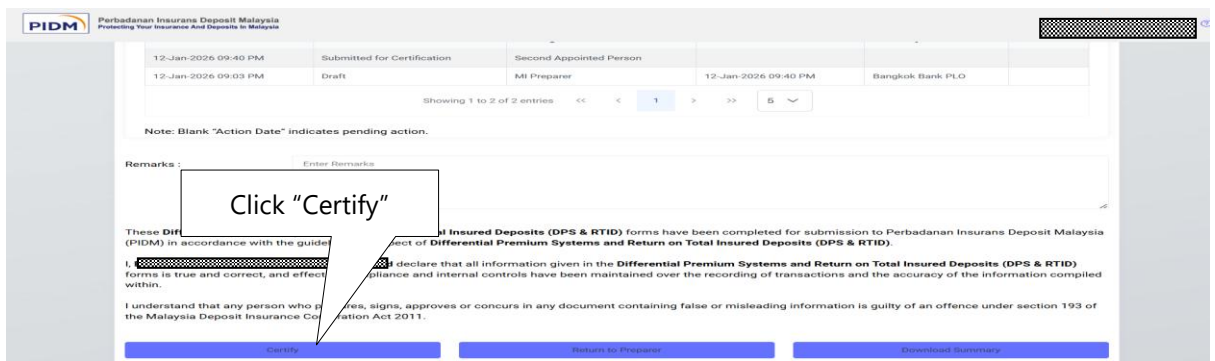
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1.11 **Step 11:** A submission summary will be shown in the certification page for the Appointed Person to review. To proceed, click the “Certify” button.

▲ Note: *If there are any discrepancies or errors, the Appointed Person can return the submission to the preparer. This includes situations where the MIPLO or MIOfficer has uploaded incorrect figures.*



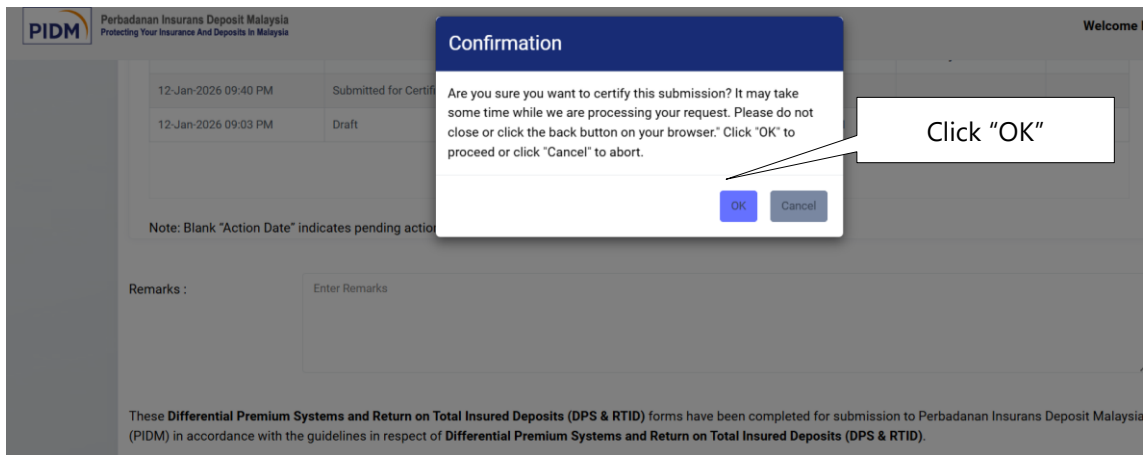
1.12 **Step 12:** Click “OK” to confirm the certification. Once completed, the certification process is now in the hands of the First Appointed Person (e.g. CEO) for the final certification step, which follows the same process as the Second Appointed Person. (e.g. CFO/Head of Finance).

▲ Note: *An email will be sent automatically to the First Appointed Person once the Second Appointed Person has certified the submission.*

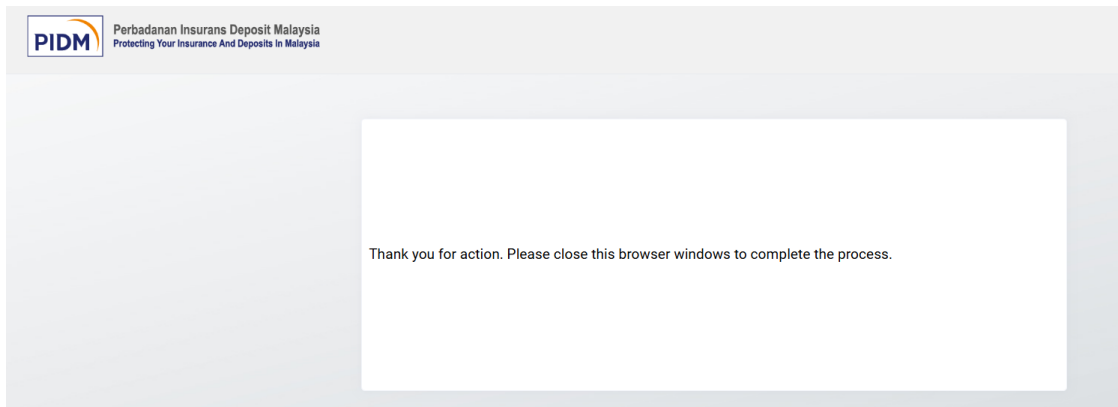


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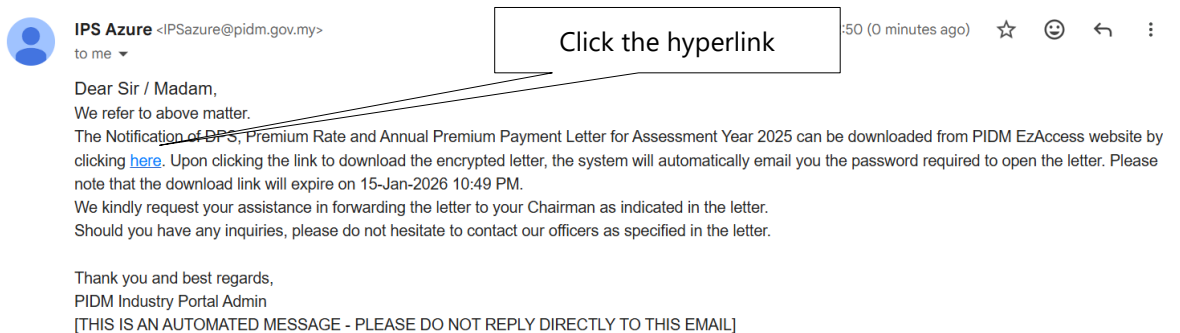
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1.13 **Step 13:** Once the certification by both Appointed Persons have been completed, User may proceed to close the browser. The First Appointed Person (e.g. CEO) will receive an email from the system to download the notification letter.

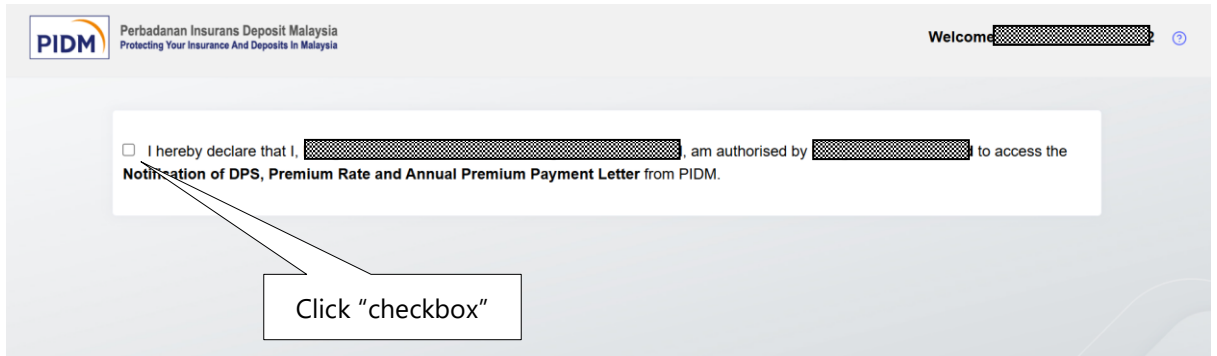


1.14 **Step 14:** Click the PIDM EZAccess Website hyperlink to download the notification letter.

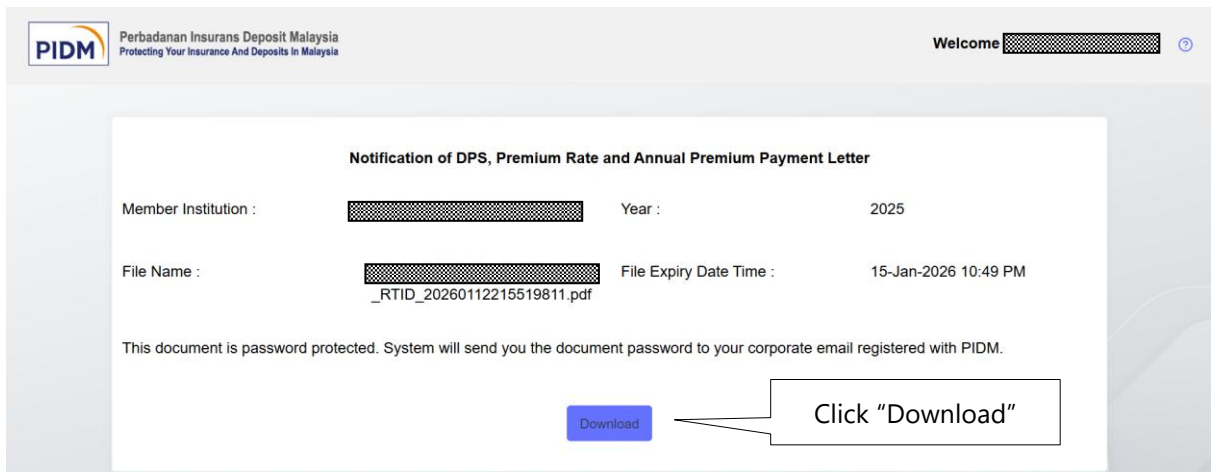


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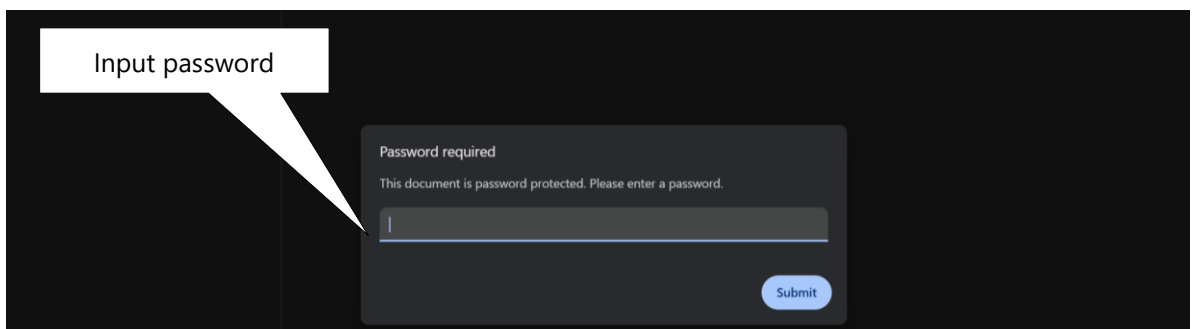
Click the “checkbox” button to proceed to next step.



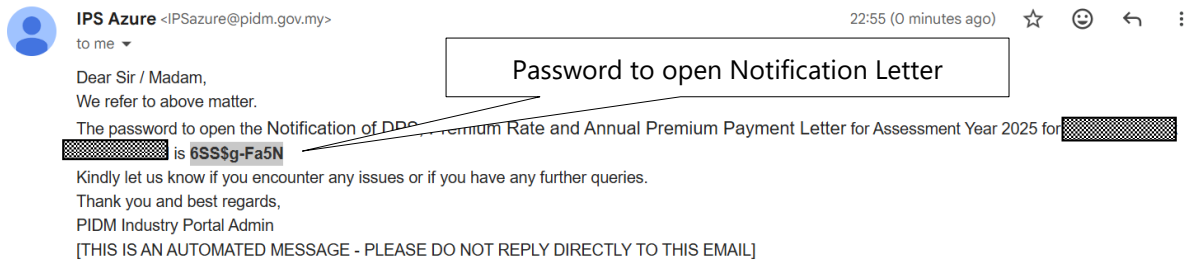
Click the “Download” button to download the Notification of DPS, Premium Rate and Annual Premium Payment letter.



1.15 **Step 15:** To open the notification letter file, an email containing the password will be sent to the CEO’s email inbox. Proceed to input the password to access the file.



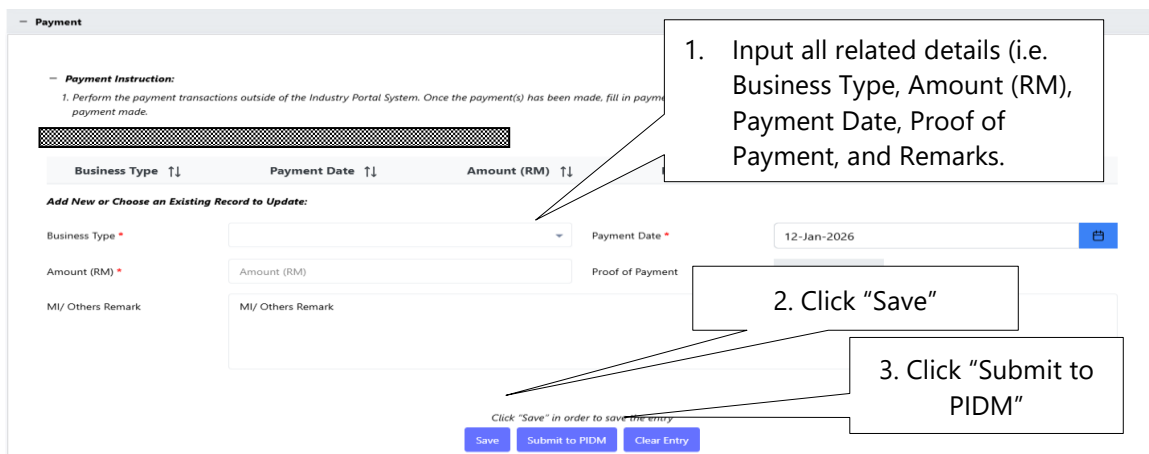
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1.16 **Step 16:** If the download link has expired, the First Appointed Person (e.g. CEO) can refer to their officer and request for a new link. User may navigate to the submission page and refer to "Notification Letter & Workflow History". Click "Resend Email", then the system will automatically resend the new download link via email to the First Appointed Person (e.g. CEO).

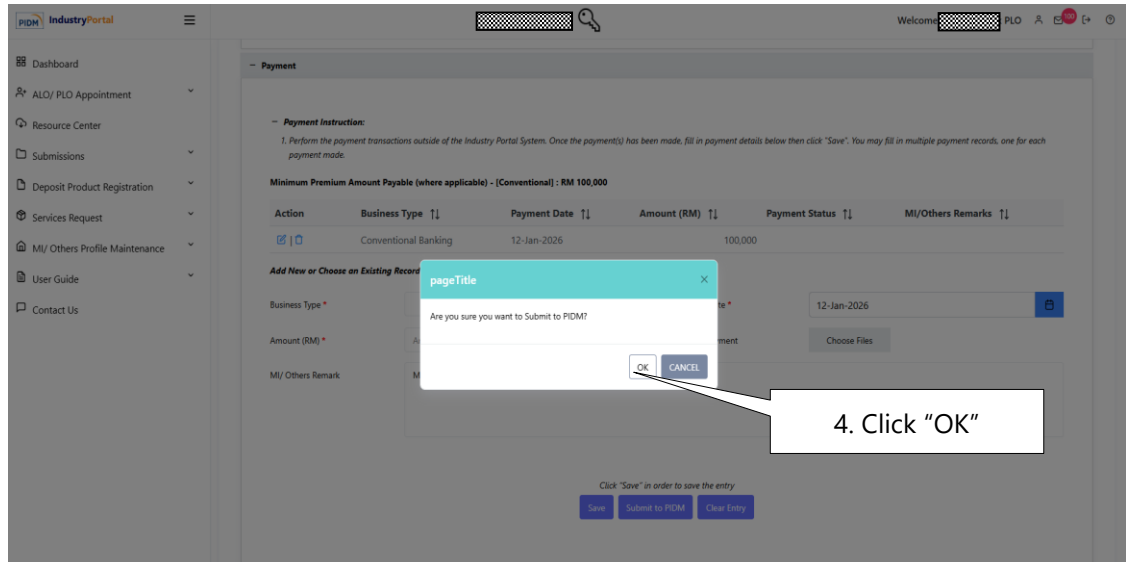


1.17 **Step 17:** User may proceed with the payment as instructed in the notification letter. After making the payment, User must upload the proof of payment along with the required details. Once all payment details have been entered accordingly, click the "Save" button followed by the "Submit to PIDM" button to proceed for the submission of proof of payment.



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Click "OK" to proceed for submission of proof of payment.



Note: Once all workflow steps have been followed in sequence, the submission is considered complete. Throughout the submission process, Users will be able to view the workflow history by navigating to the submission page. This provides a complete trail of the submission, including the ability to track progress, identify the current pending item, and view all actions taken throughout the submission workflow cycle.

2) WORKFLOW HISTORY

Initiated Date	Submission Status	Pending Action From	Action Date	Action By	Remarks
12-Jan-2026 11:14 PM	Pending Proof of Payment	MI Preparer	12-Jan-2026 11:19 PM	[Redacted]	
12-Jan-2026 11:13 PM	Pending Certification by All Appointed Persons	First Appointed Person	12-Jan-2026 11:14 PM	[Redacted]	
12-Jan-2026 11:13 PM	Submitted for Certification	Second Appointed Person	12-Jan-2026 11:13 PM	[Redacted]	
12-Jan-2026 11:11 PM	Draft	MI Preparer	12-Jan-2026 11:13 PM	[Redacted]	

Note: Blank "Action Date" indicates pending action.

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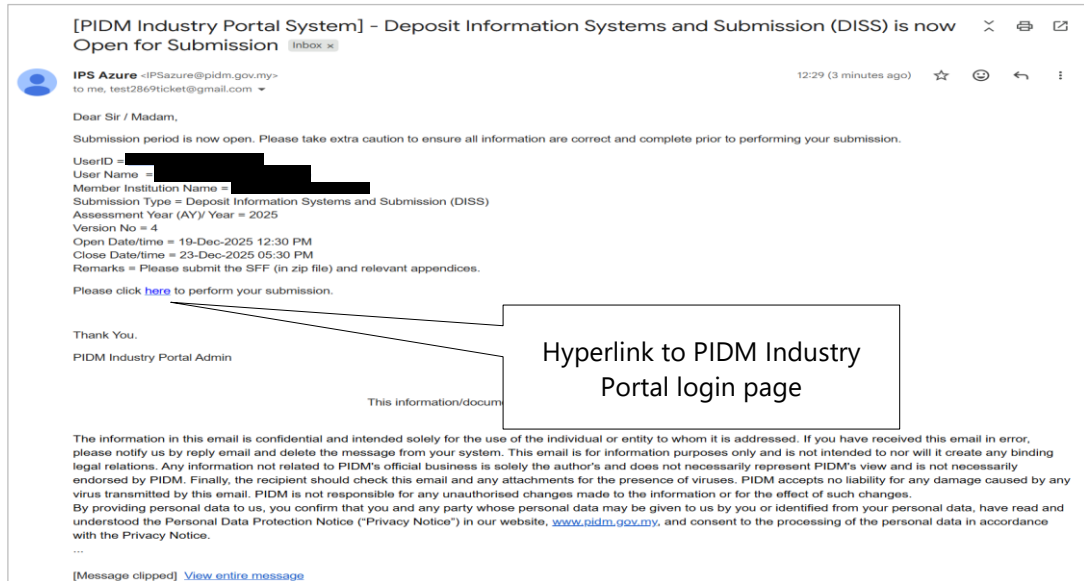
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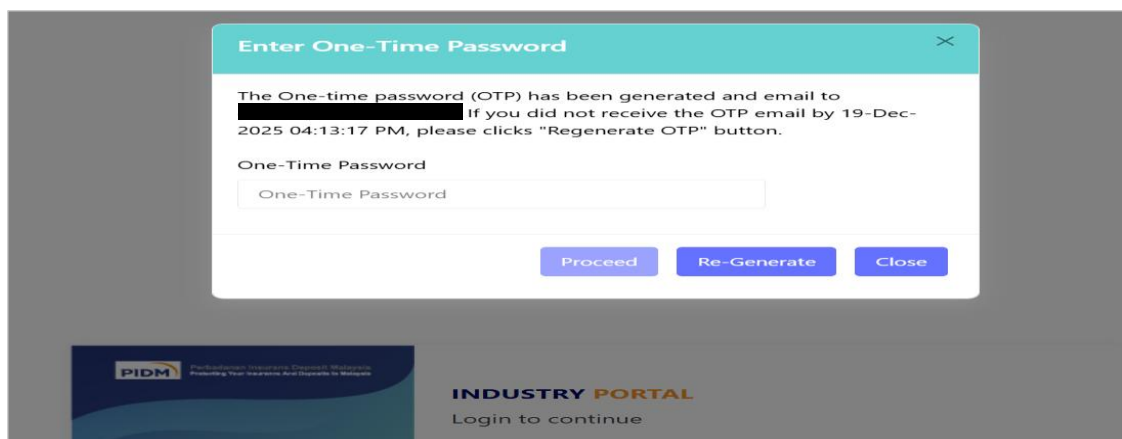
2.0 OTHER SUBMISSIONS

Submission Through PIDM E-BOX

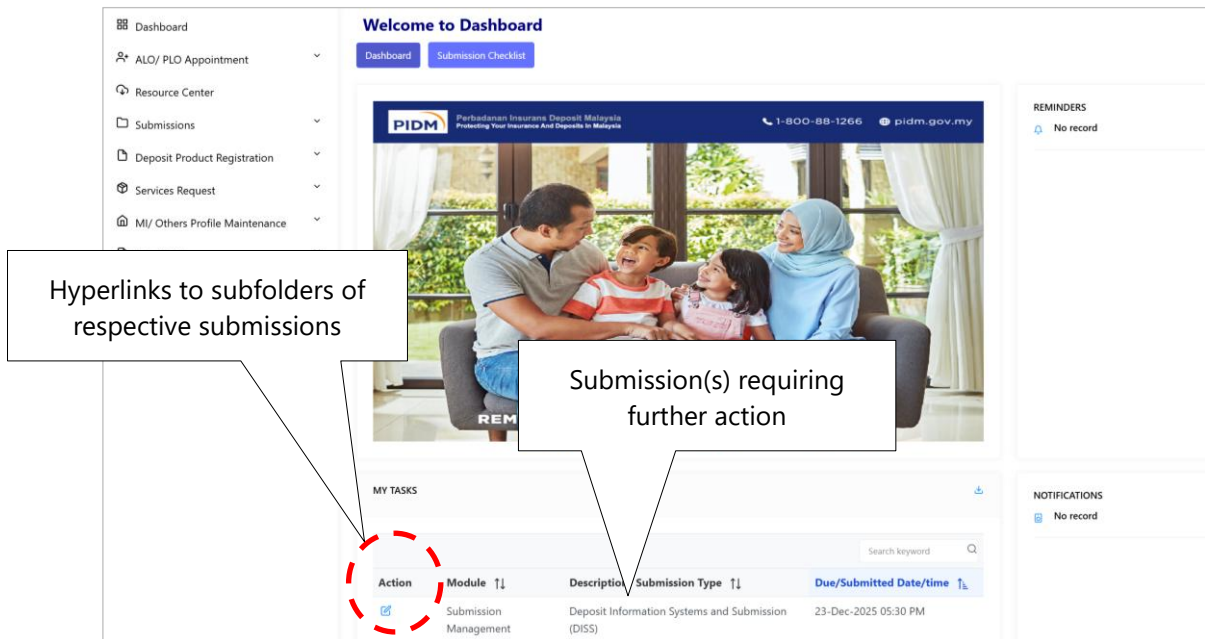
2.1 **Step 1:** The respective MIPLO or MIOfficer, assigned to perform submissions, will receive an email containing a hyperlink to access the PIDM Industry Portal login page.



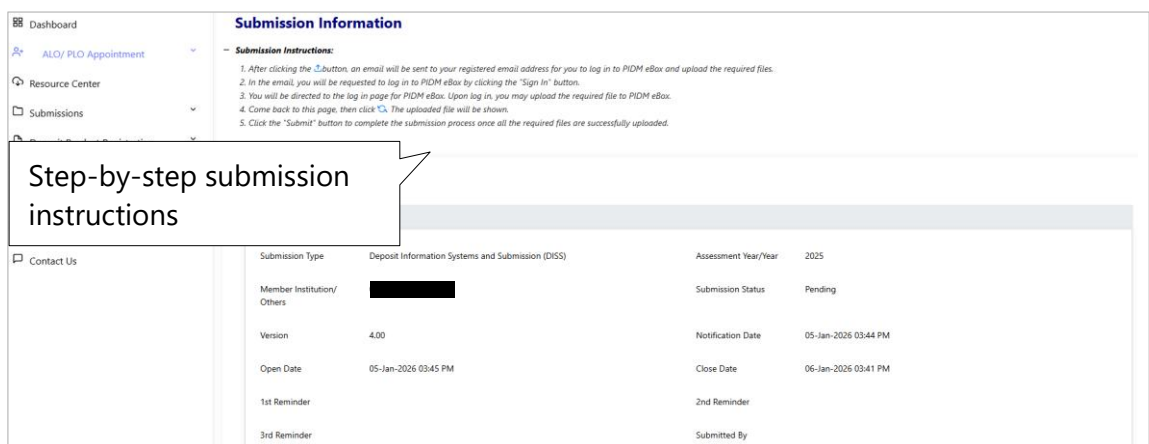
2.2 **Step 2:** Upon successful signing in, a pop-up message will appear to alert the user that a one-time password (OTP) has been sent to the User's email inbox. Enter the OTP to proceed to Step 3.

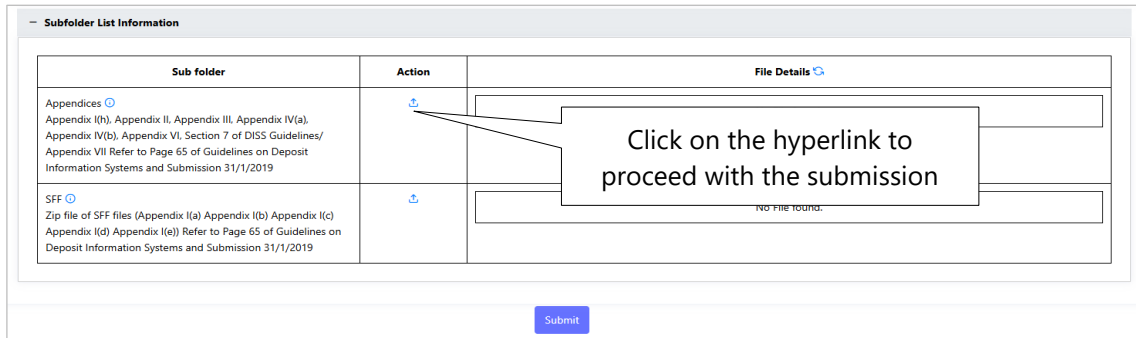


2.3 **Step 3:** The User will be directed to User’s personal Dashboard. Submissions requiring further action from the User will be reflected under the “My Tasks” section. Click on the applicable hyperlink provided under the “Action” column to be directed to the subfolder of the respective submission.

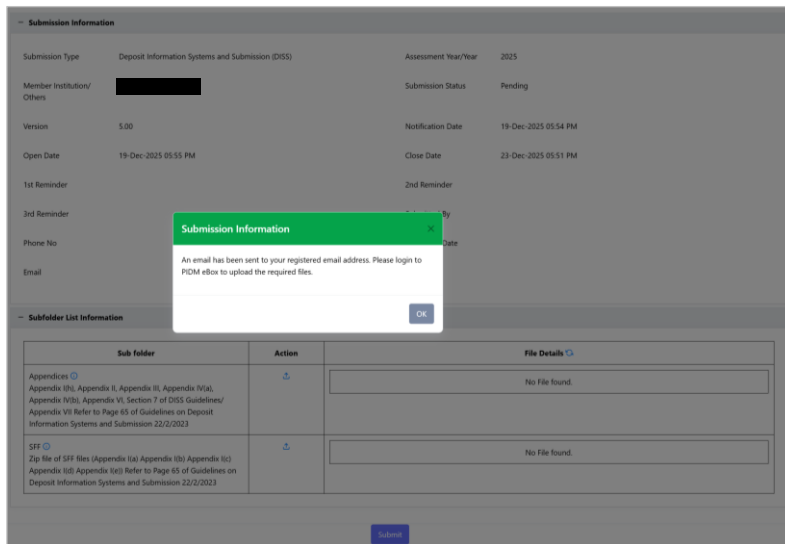


2.4 **Step 4:** Click on the “Next” button for the step-by-step instructions on how to perform the submission. Click on the checkbox to accept the Terms and Conditions. Thereafter, click on the hyperlink under the “Action” column to proceed with the submission.



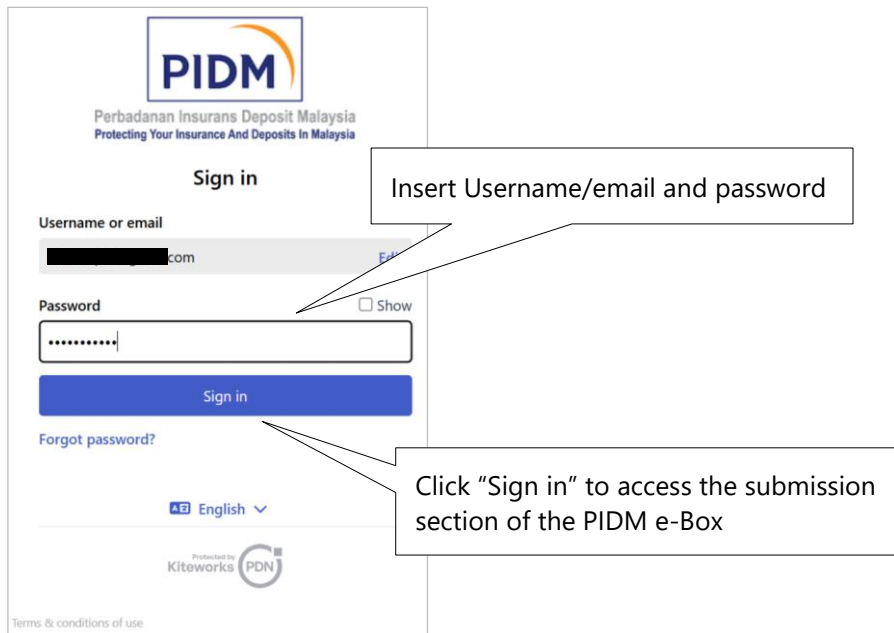


2.5 **Step 5:** A pop-up message will appear to alert the User that an email has been sent to the User's inbox. In order to access and upload the required files for the submission in the PIDM e-Box, the User is required to follow the link provided in the email.

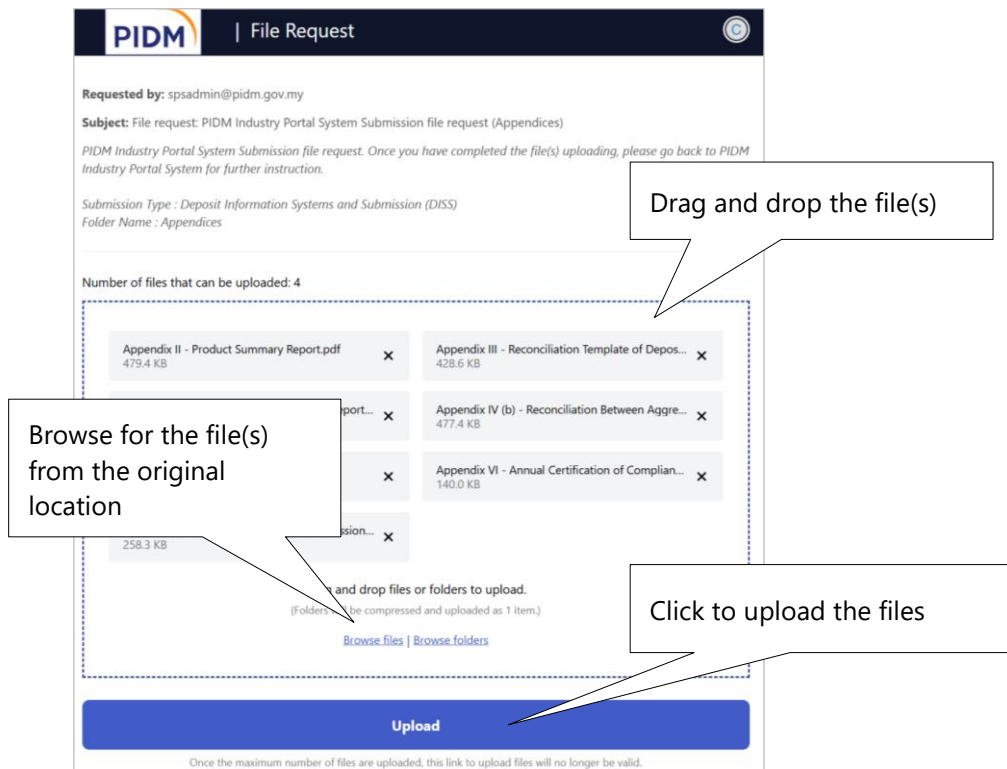


2.6 **Step 6:** Click "Sign in". User is required to insert the same Username/email and password, as in the PIDM Industry Portal login page, to access the submission section of the PIDM e-Box.





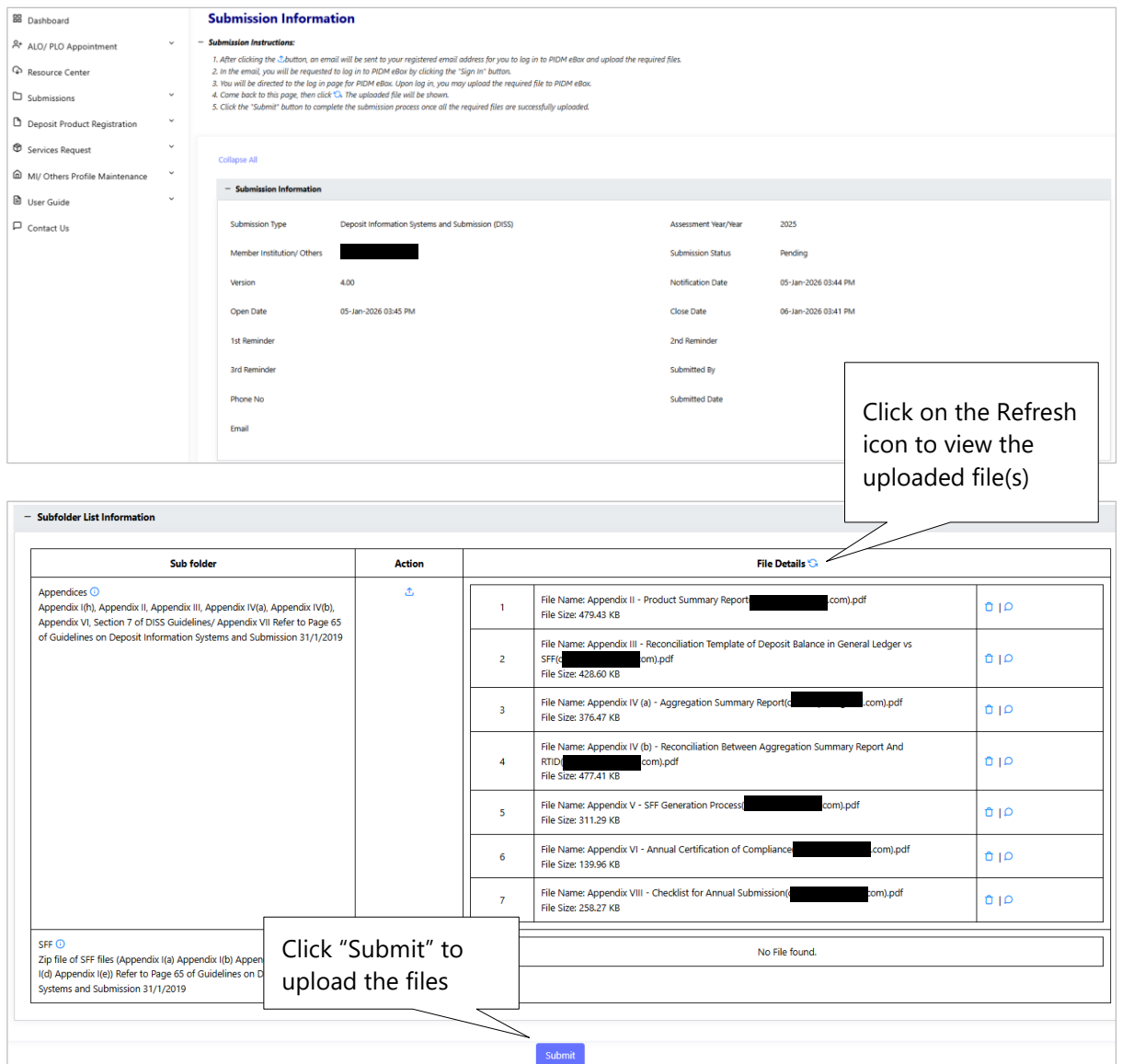
2.7 **Step 7:** At the submission section, the User can either drag and drop the file(s) or browse for the file(s) and select from the original location. Then, click the "Upload" button to transfer the file(s) into the PIDM e-Box.



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2.8 **Step 8:** Upon completion of the upload, the User will be navigated back to the PIDM Industry Portal. Click the “Refresh” icon. The system displays a list of the files uploaded through the PIDM e-Box. Upon checking and confirming that the files have been correctly uploaded, click “Submit” to complete the submission process.


▲ Note : Repeat the same step to upload SFF files.



The screenshot shows the 'Submission Information' page with a table of submission details and the 'Subfolder List Information' page with a table of uploaded files. A callout box points to the 'Refresh' icon in the 'File Details' column of the file list table, and another callout box points to the 'Submit' button at the bottom of the page.

Submission Information













































Submission Instructions:


1. After clicking the  button, an email will be sent to your registered email address for you to log in to PIDM eBox and upload the required files.
2. In the email, you will be requested to log in to PIDM eBox by clicking the “Sign In” button.
3. You will be directed to the log in page for PIDM eBox. Upon log in, you may upload the required file to PIDM eBox.
4. Come back to this page, then click “X”. The uploader file will be shown.
5. Click the “Submit” button to complete the submission process once all the required files are successfully uploaded.

Submission Information

Submission Type	Deposit Information Systems and Submission (DISS)	Assessment Year/Year	2025
Member Institution/ Others	[REDACTED]	Submission Status	Pending
Version	4.00	Notification Date	05-Jan-2026 03:44 PM
Open Date	05-Jan-2026 03:45 PM	Close Date	06-Jan-2026 03:41 PM
1st Reminder		2nd Reminder	
3rd Reminder		Submitted By	
Phone No		Submitted Date	
Email			

Subfolder List Information

Sub folder	Action	File Details																					
Appendices 																							
Appendix I(h), Appendix II, Appendix III, Appendix IV(a), Appendix IV(b), Appendix VI, Section 7 of DISS Guidelines/ Appendix VII Refer to Page 65 of Guidelines on Deposit Information Systems and Submission 31/1/2019		<table border="1"> <tr> <td>1</td> <td>File Name: Appendix II - Product Summary Report [REDACTED].com).pdf File Size: 479.43 KB</td> <td> </td> </tr> <tr> <td>2</td> <td>File Name: Appendix III - Reconciliation Template of Deposit Balance in General Ledger vs SFF([REDACTED].com).pdf File Size: 428.60 KB</td> <td> </td> </tr> <tr> <td>3</td> <td>File Name: Appendix IV (a) - Aggregation Summary Report([REDACTED].com).pdf File Size: 376.47 KB</td> <td> </td> </tr> <tr> <td>4</td> <td>File Name: Appendix IV (b) - Reconciliation Between Aggregation Summary Report And RTID: [REDACTED].com).pdf File Size: 477.41 KB</td> <td> </td> </tr> <tr> <td>5</td> <td>File Name: Appendix V - SFF Generation Process: [REDACTED].com).pdf File Size: 311.29 KB</td> <td> </td> </tr> <tr> <td>6</td> <td>File Name: Appendix VI - Annual Certification of Compliance [REDACTED].com).pdf File Size: 139.96 KB</td> <td> </td> </tr> <tr> <td>7</td> <td>File Name: Appendix VIII - Checklist for Annual Submission([REDACTED].com).pdf File Size: 258.27 KB</td> <td> </td> </tr> </table>	1	File Name: Appendix II - Product Summary Report [REDACTED].com).pdf File Size: 479.43 KB	 	2	File Name: Appendix III - Reconciliation Template of Deposit Balance in General Ledger vs SFF([REDACTED].com).pdf File Size: 428.60 KB	 	3	File Name: Appendix IV (a) - Aggregation Summary Report([REDACTED].com).pdf File Size: 376.47 KB	 	4	File Name: Appendix IV (b) - Reconciliation Between Aggregation Summary Report And RTID: [REDACTED].com).pdf File Size: 477.41 KB	 	5	File Name: Appendix V - SFF Generation Process: [REDACTED].com).pdf File Size: 311.29 KB	 	6	File Name: Appendix VI - Annual Certification of Compliance [REDACTED].com).pdf File Size: 139.96 KB	 	7	File Name: Appendix VIII - Checklist for Annual Submission([REDACTED].com).pdf File Size: 258.27 KB	 
1	File Name: Appendix II - Product Summary Report [REDACTED].com).pdf File Size: 479.43 KB	 																					
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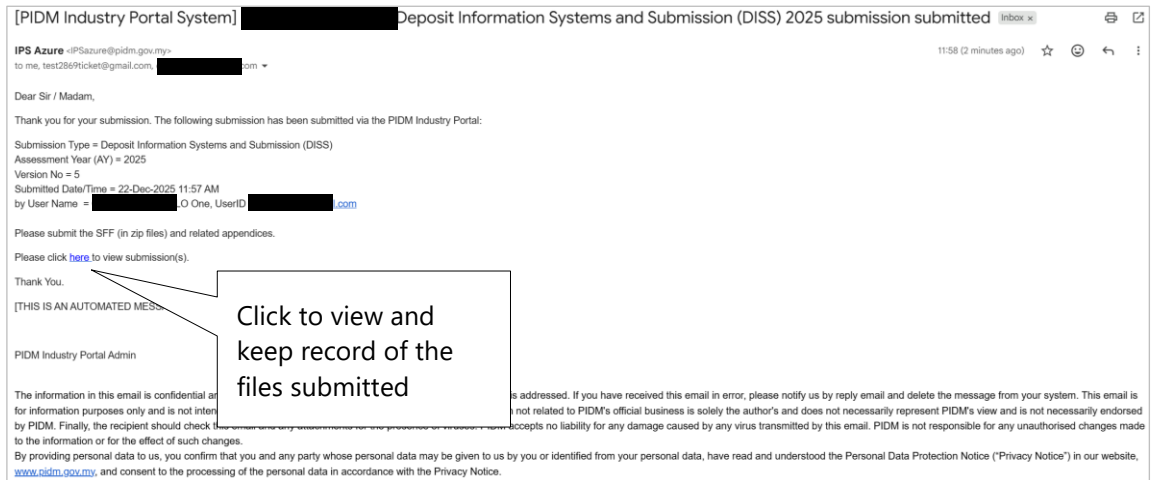
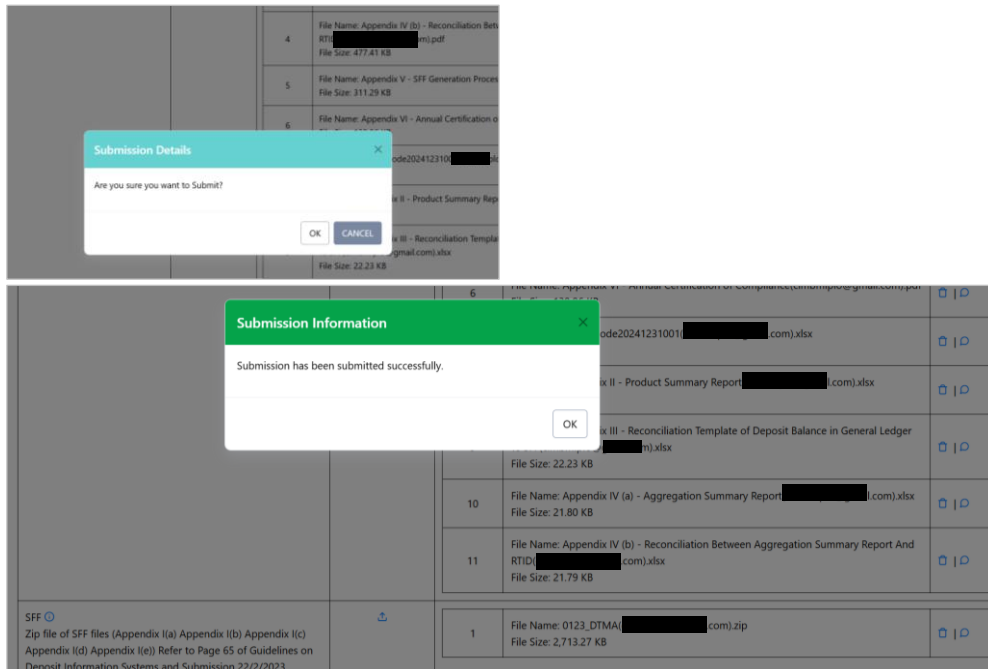
SFF 
Zip file of SFF files (Appendix I(a) Appendix I(b) Appen I(d) Appendix I(e)) Refer to Page 65 of Guidelines on D Systems and Submission 31/1/2019

No File found.

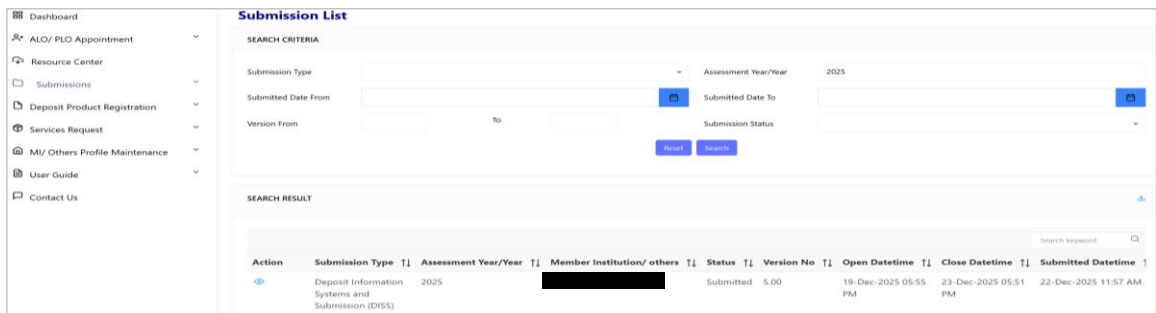
Submit

2.9 **Step 9:** Click “OK” to confirm the submission. Upon successful submission of the files onto the PIDM Industry Portal, an email confirmation will be sent to the User’s inbox.

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2.10 **Step 10:** Alternatively, the User can check the submission status by clicking on the search submission menu. The system will display the list of completed submission(s).

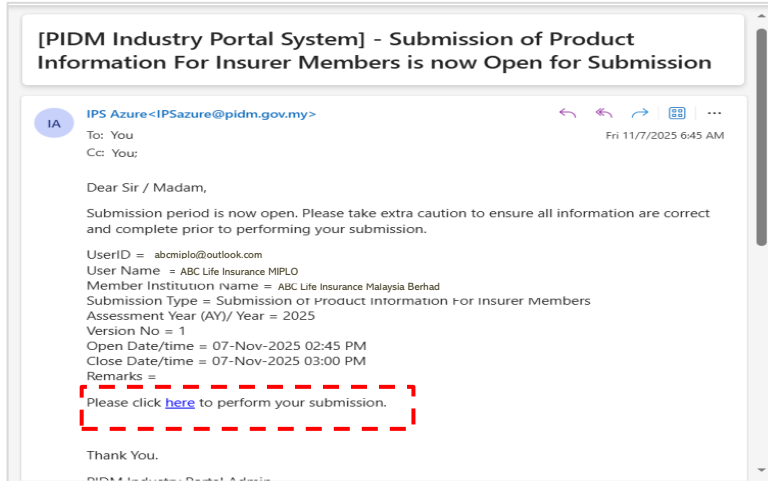


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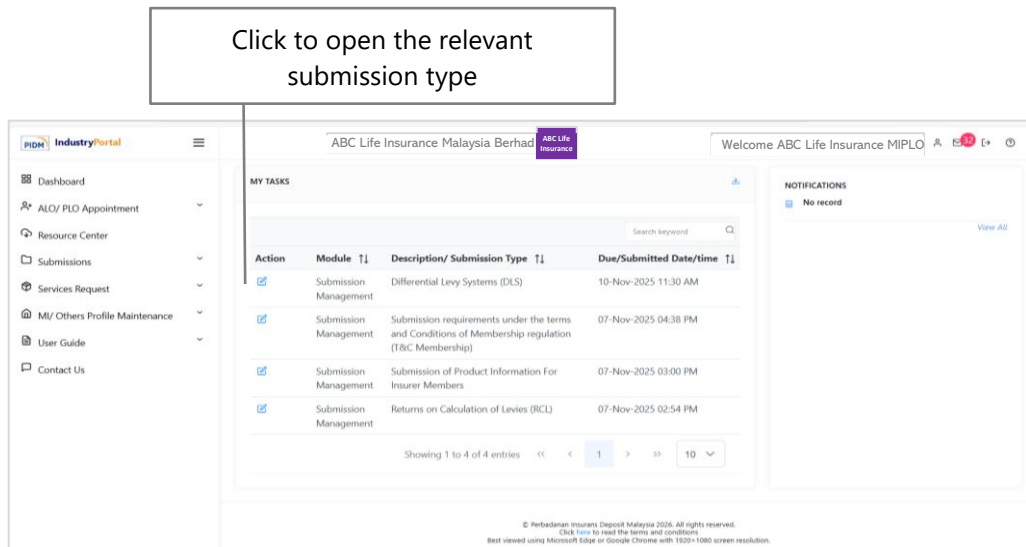
Submission Not Through PIDM E-BOX

Product Information for Insurer Member

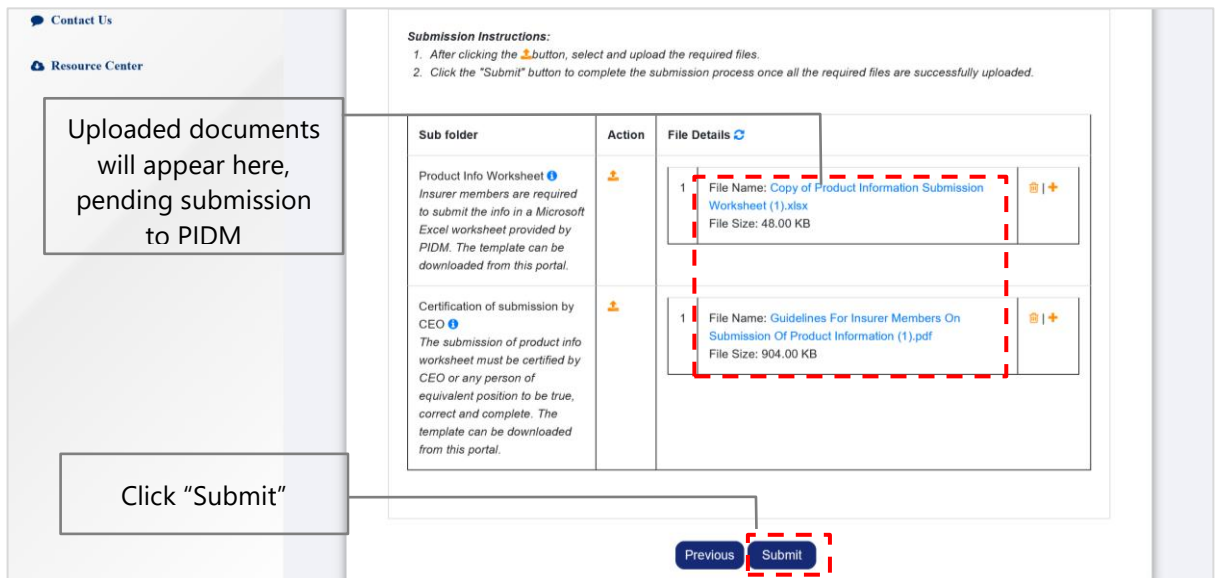
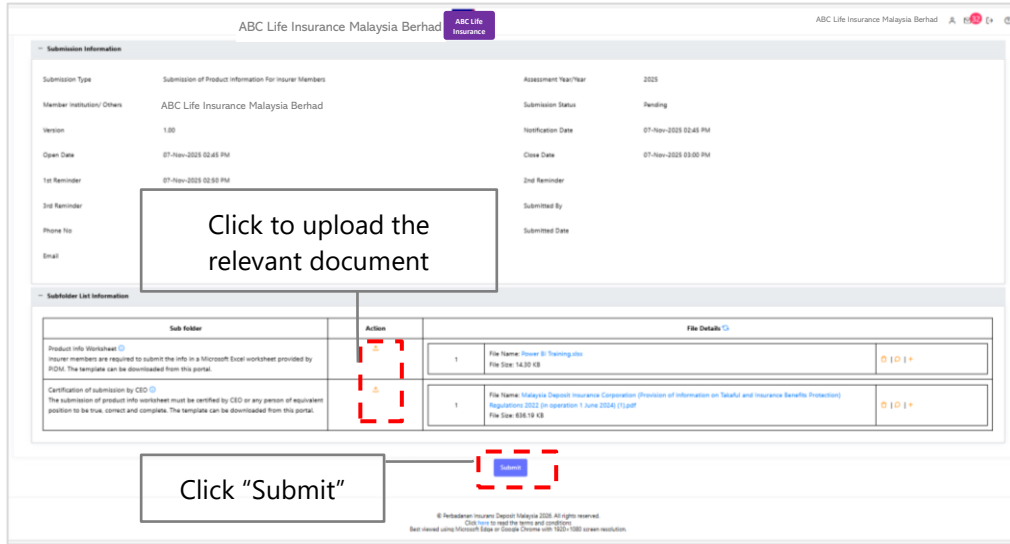
- 2.11 **Step 1:** The respective MIPOLO or MIOfficer, assigned to perform submissions, will receive an email containing a hyperlink to access the PIDM Industry Portal login page.



- 2.12 **Step 2:** Upon successful signing in, the User will be directed to User's personal Dashboard. Submission requiring further action from the User will be reflected under "My Tasks" section. Click on the applicable hyperlink provided under the "Action" column to be directed to the subfolder of the respective submission.

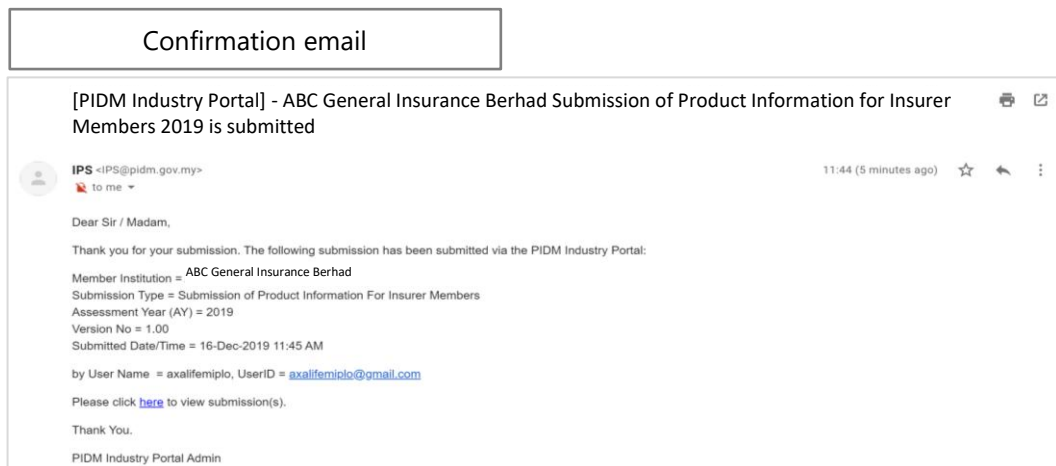
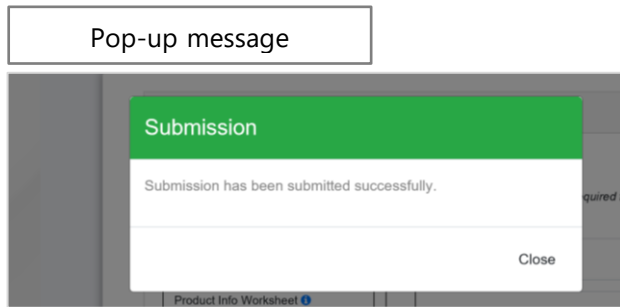


2.13 **Step 3:** Upload the required file at the designated action button. Upon successful uploading, file name and file size will be shown at the "File Details". Then, click the "Submit" button.



2.14 **Step 4:** Upon successful submission, a message will pop-up and a confirmation email will be sent to the User's inbox.

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2.15 **Step 5:** Users can check the submission status by clicking on the search submission menu. The system will display the list of completed submission(s).

Review of compliance with Guidelines on Provision of Information on Takaful and Insurance Benefits Protection;

Annual review of compliance with Guidelines on Provision of Information on Deposit Insurance; and

Review of compliance with Guidelines on Provision of Information on Deposit Insurance

2.16 Please refer to paragraphs 2.11 to 2.15 for the submission of the review report and action plans, if any. The submission process remains similar to **Step 1 to Step 5** as described above.

2.17 Please ensure that the MI Module Notification List tab, made available under the MI Profile Maintenance module, is updated with the details of the recipient(s) for him / her to receive a notification (without the submitted attachment documents) upon completion of a submission.

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Submission under Terms and Conditions of Membership Regulation

2.18 Submission of documents under the Terms and Conditions of Membership Regulation (T&C Membership) requires the following:

- (a) Updated information in the MI Profile Maintenance module; and
- (b) Submission through PIDM e-Box.

2.19 The following documents are required to be submitted, together with the process of updating / submission:

(a)	annual report and audited financial statements approved by the Board of Directors of the member institution or any period as determined by PIDM, together with a copy of its auditor's report;	The submission process remains similar to Step 1 to Step 5 described above.
(b)	a list of the related corporations of the member institution, as at the date of submission to PIDM;	
(c)	a list of the names, addresses, telephone numbers and offices or designations of the key responsible persons of the member institution, as at the date of submission to PIDM; and	Please ensure this information is updated in the MI Profile Maintenance module.
(d)	a list of the names, addresses and telephone numbers of the auditors of the member institution, as at the date of submission to PIDM.	

Annual Deposit Product Insurability Report Declaration Submission

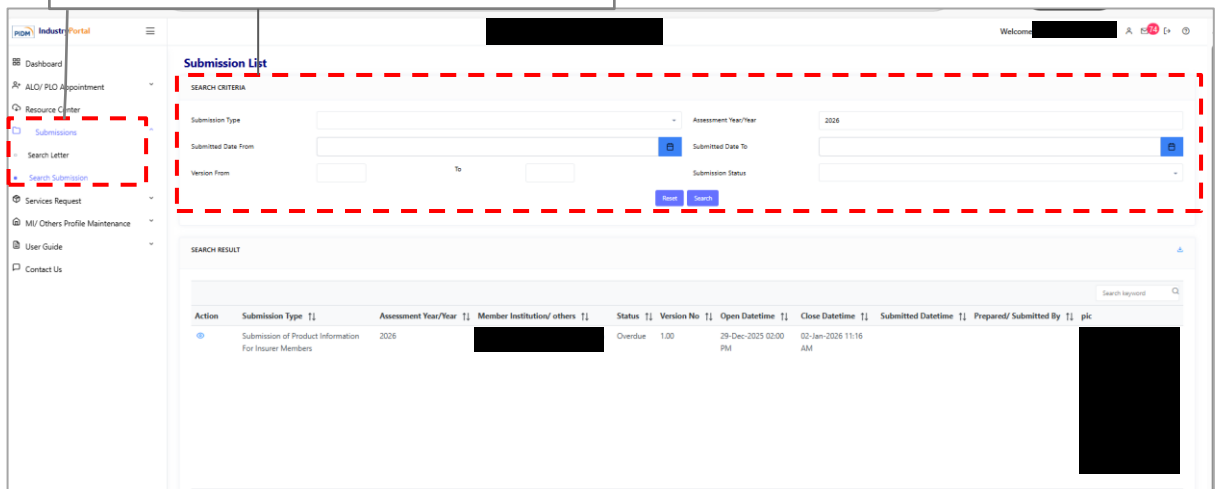
2.20 Please refer to Part F of the User Guide – Submission of Deposit Product Information for a step-by-step guide on the submission in respect of the Annual Deposit Product Insurability Report Declaration.

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3.0 SEARCH SUBMISSION

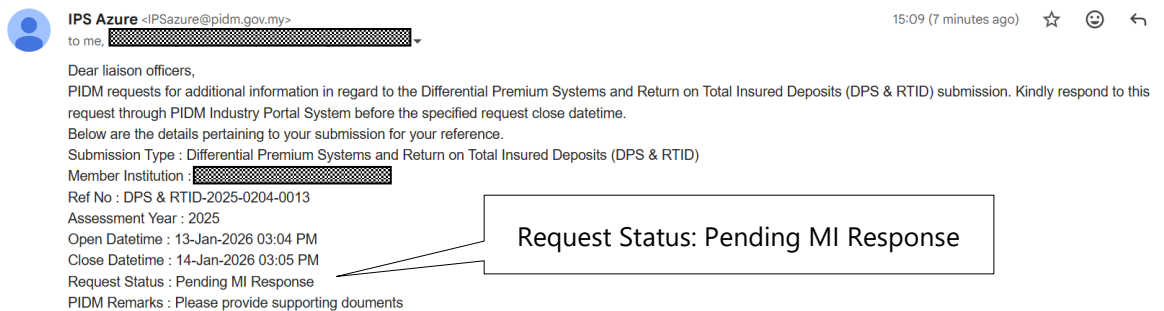
- 3.1 **Step 1:** Select the “Search Submission” menu to check on the MI’s submission. Enter required information and click on “Search” button. System will display the search results.
- 3.2 **Step 2:** Select the submission listed in the search result. Click the link under the “Action” column to view the submission details.

Click “Search Submission”, insert the search criteria and click “Search”



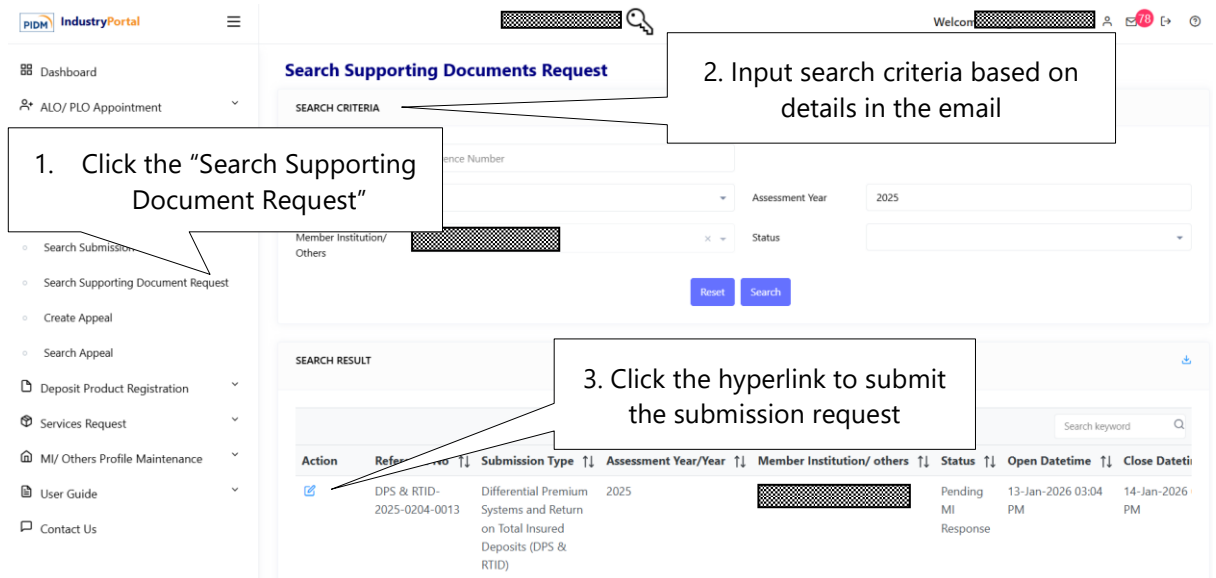
4.0 SUPPORTING DOCUMENT REQUEST

- 4.1 **Step 1:** User will receive an email from PIDM requesting supporting documents. Respond to this request through the PIDM IPS, where the request status will be marked as “Pending MI Response”.



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4.2 **Step 2:** Click “Search Supporting Document Request” and input the search criteria based on details provided in the email. Then, click the hyperlink in Action item to proceed with the submission of the supporting documents to PIDM.



1. Click the “Search Supporting Document Request”

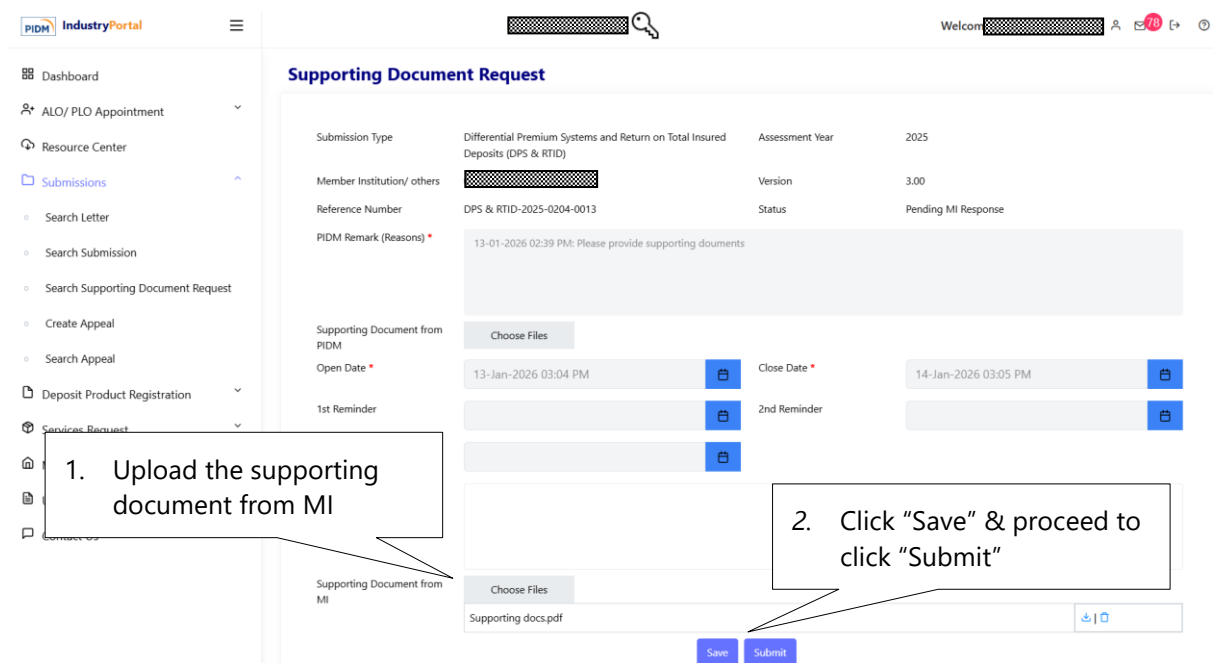
2. Input search criteria based on details in the email

3. Click the hyperlink to submit the submission request

Action	Reference No	Submission Type	Assessment Year/Year	Member Institution/ others	Status	Open Datetime	Close Datetime
[Link]	DPS & RTID-2025-0204-0013	Differential Premium Systems and Return on Total Insured Deposits (DPS & RTID)	2025	[Redacted]	Pending MI Response	13-Jan-2026 03:04 PM	14-Jan-2026 PM

4.3 **Step 3:** User may download the supporting document(s) from PIDM related to this request, if any. Then, proceed to upload the necessary supporting documents from the MI. Click “Save” and then “Submit”.

▲ Note: Be sure to input any remarks before submitting the supporting documents.



1. Upload the supporting document from MI

2. Click “Save” & proceed to click “Submit”

Submission Type: Differential Premium Systems and Return on Total Insured Deposits (DPS & RTID)

Assessment Year: 2025

Member Institution/ others: [Redacted]

Version: 3.00

Reference Number: DPS & RTID-2025-0204-0013

Status: Pending MI Response

PIDM Remark (Reasons) *
13-01-2026 02:39 PM: Please provide supporting documents

Supporting Document from PIDM: Choose Files

Open Date *
13-Jan-2026 03:04 PM

Close Date *
14-Jan-2026 03:05 PM

1st Reminder: [Calendar icon]

2nd Reminder: [Calendar icon]

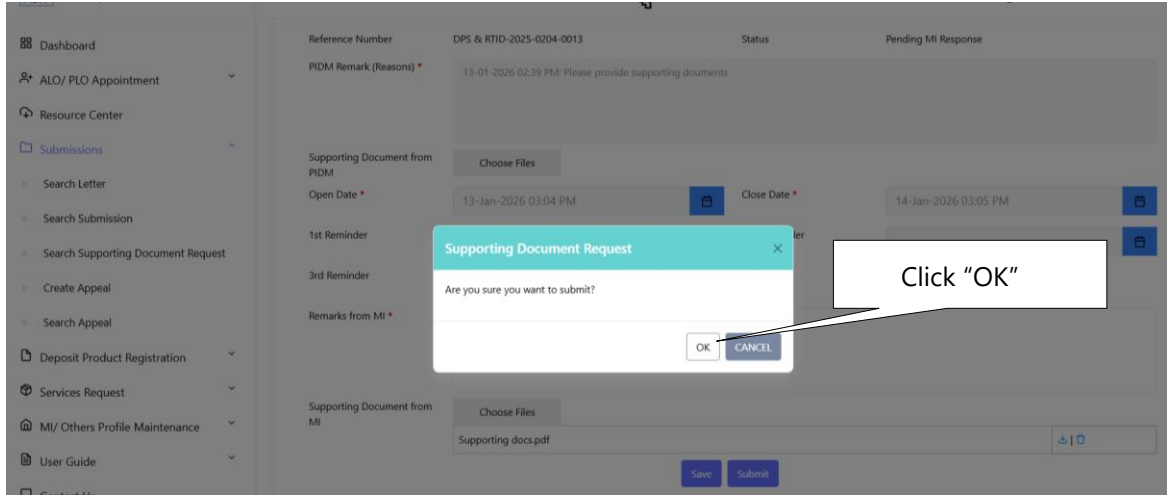
Supporting Document from MI: Choose Files

Supporting docs.pdf

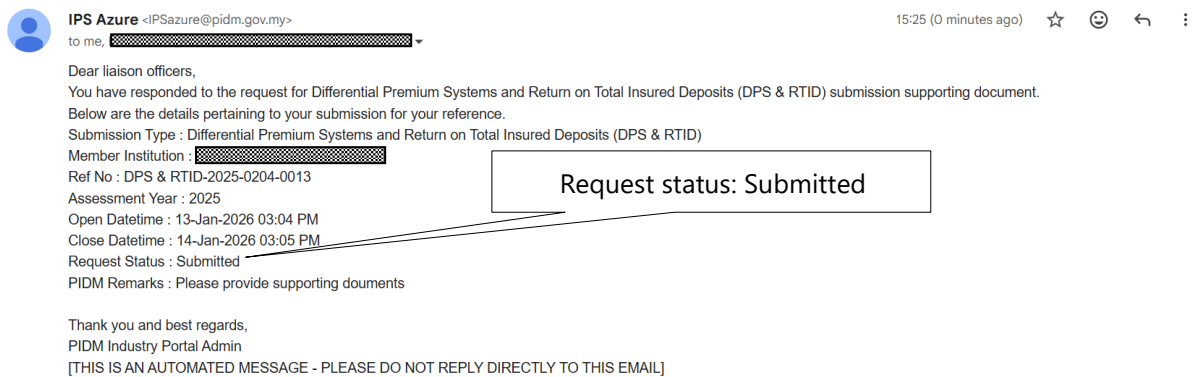
Save Submit

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4.4 **Step 4:** Click "OK" to confirm the submission of supporting documents.



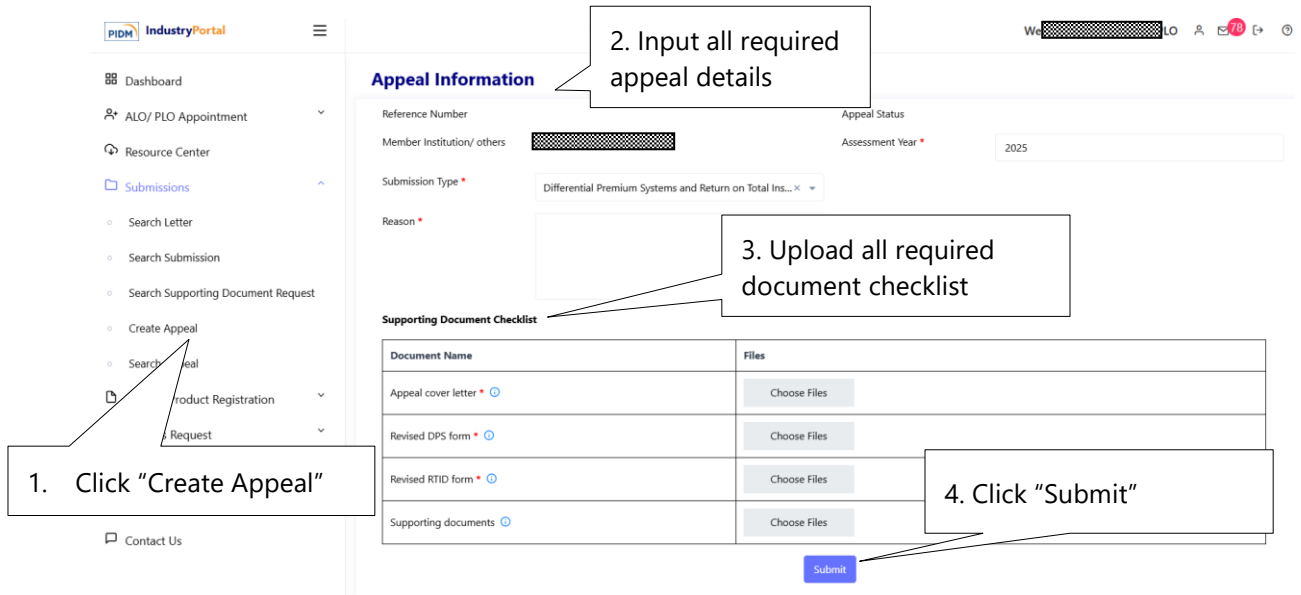
4.5 **Step 5:** User will receive an email confirming that the supporting document request has been responded, and the request status will change to "Submitted".



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5.0 CREATE APPEAL

5.1 **Step 1:** Click "Create Appeal" to create an appeal related to the submissions. Input the appeal details and upload the required supporting document checklist. Then proceed to click "Submit".



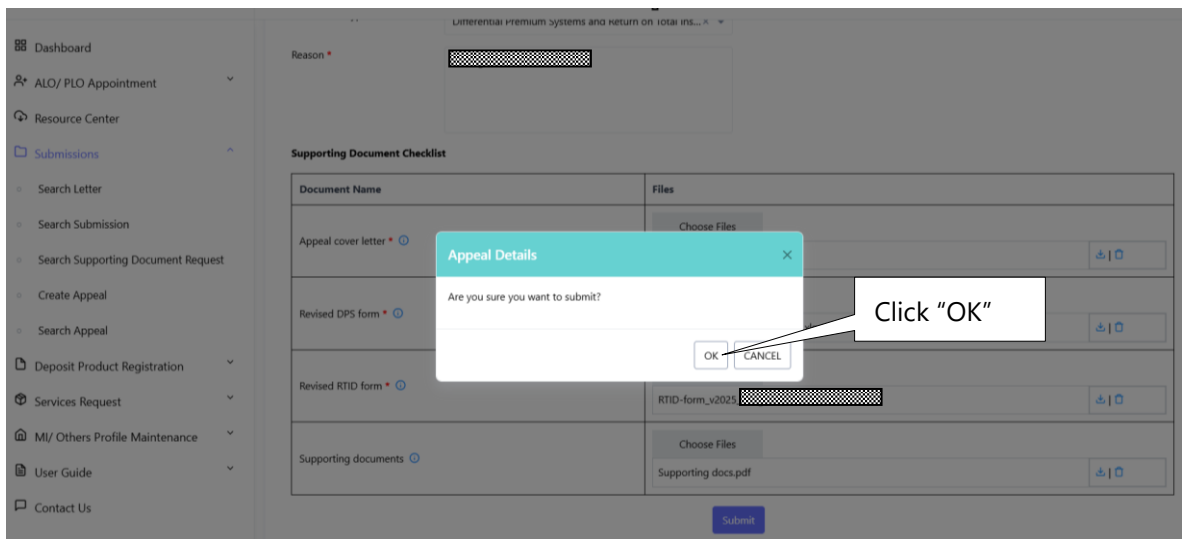
1. Click "Create Appeal"

2. Input all required appeal details

3. Upload all required document checklist

4. Click "Submit"

5.2 **Step 2:** Click "OK" to confirm and complete the submission of new appeal.



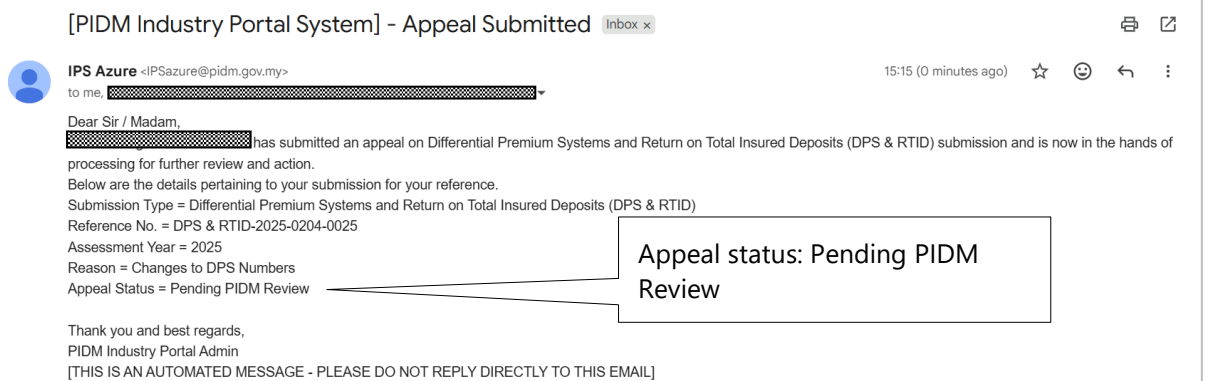
Click "OK"

5.3 **Step 3:** User will receive an email confirming that the new appeal has been submitted and is now under PIDM review.

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▲ Note: User will receive an email containing a letter from PIDM regarding the decision on this appeal. The appeal status could be one of the following:

Pending PIDM Review, Appeal Accepted, Appeal Rejected, or Additional Info Required.



[PIDM Industry Portal System] - Appeal Submitted Inbox x

IPS Azure <IPSazure@pidm.gov.my> 15:15 (0 minutes ago) ☆ 😊 ↶ ⋮

to me [REDACTED]

Dear Sir / Madam,

[REDACTED] has submitted an appeal on Differential Premium Systems and Return on Total Insured Deposits (DPS & RTID) submission and is now in the hands of processing for further review and action.

Below are the details pertaining to your submission for your reference.

Submission Type = Differential Premium Systems and Return on Total Insured Deposits (DPS & RTID)

Reference No. = DPS & RTID-2025-0204-0025

Assessment Year = 2025

Reason = Changes to DPS Numbers

Appeal Status = Pending PIDM Review

Appeal status: Pending PIDM Review

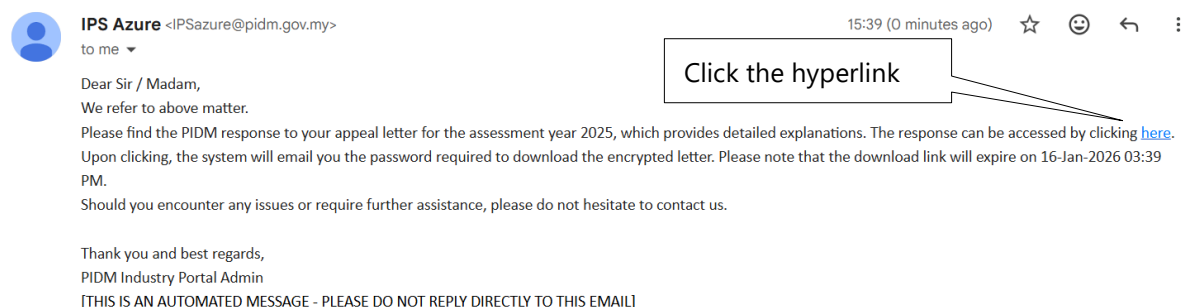
Thank you and best regards,
PIDM Industry Portal Admin
[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

6.0 MEMBER INSTITUTION (“MI”) LETTER FROM PIDM

▲ Note: All letters related to the submissions must be downloaded from PIDM EZAccess Website via a link that will be sent to the CEO via email. (e.g. Notice of Warning Letter, Notice of Error Letter, Submission Overpayment Letter, Submission Underpayment Letter, Submission Overdue Letter, Appeal Acceptance Letter, Appeal Rejection Letter & more).

The following steps illustrate how to download a letter issued by PIDM to an MI pursuant to an appeal.

- 6.1 **Step 1:** The Appointed Person (e.g. CEO) will receive an email from PIDM in response to the MI appeal submitted. Access the response by clicking on the hyperlink. A separate email will contain the password needed to download the encrypted letter.



IPS Azure <IPSazure@pidm.gov.my> 15:39 (0 minutes ago) ☆ 😊 ↶ ⋮

to me ▼

Dear Sir / Madam,

We refer to above matter.

Please find the PIDM response to your appeal letter for the assessment year 2025, which provides detailed explanations. The response can be accessed by clicking [here](#). Upon clicking, the system will email you the password required to download the encrypted letter. Please note that the download link will expire on 16-Jan-2026 03:39 PM.

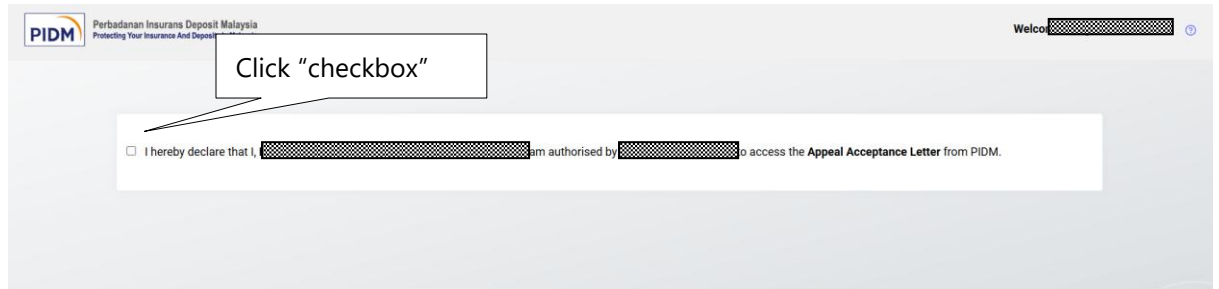
Should you encounter any issues or require further assistance, please do not hesitate to contact us.

Click the hyperlink

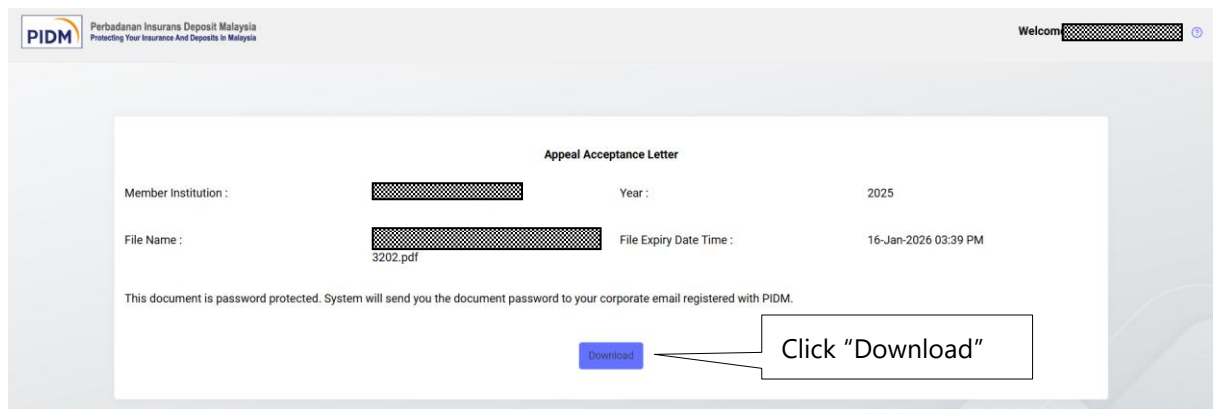
Thank you and best regards,
PIDM Industry Portal Admin
[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

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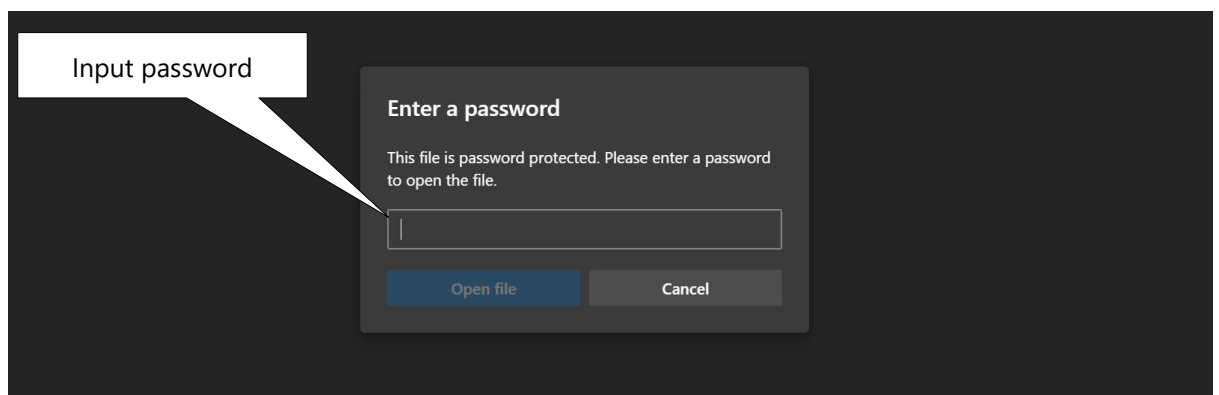
6.2 **Step 2:** User will be directed to the PIDM EZAccess Website to download the appeal response letter from PIDM. Click the “checkbox” to proceed to the next step.



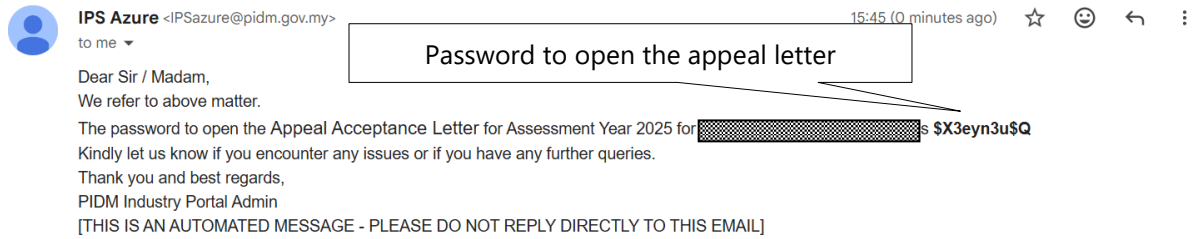
6.3 **Step 3:** Click “Download” to view the letter from PIDM.



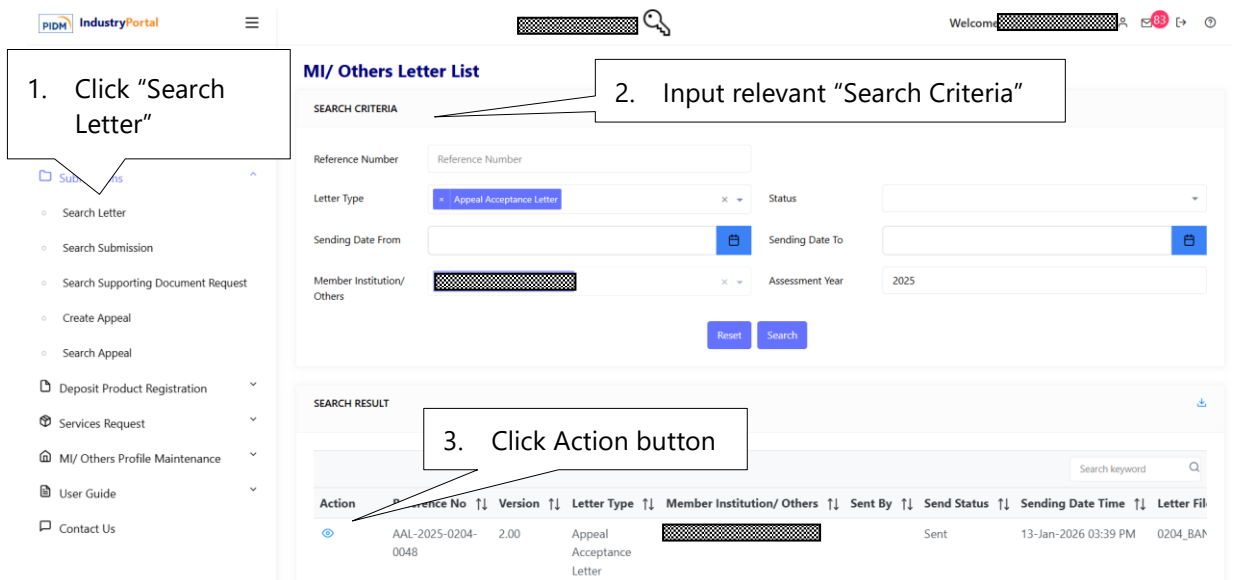
6.4 **Step 4:** An email containing the password to open the response letter will be sent to the CEO. Proceed to input the password to open and view the file.



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6.5 Step 5: If User did not receive an email in their inbox, they have the option to resend the email directly from PIDM IPS. Click the search letter section, then search the letter based on selected search criteria and proceed to click the Action button.



6.6 Step 6: By clicking the "Resend Email", the email will be sent directly to the recipients.

