From Our Leadership

Twenty years ago, the world moved at a different pace. We waved for taxis by the roadside, typed messages within strict character limits and relied on the evening news to keep ourselves updated on the day's events. Today, communication, commerce and connectivity unfold in real time at our fingertips. Transactions can be executed at the tap of a screen, confidence can be shaped by a single tweet and sentiments can shift within moments. Over these two decades, change has accelerated and the world has been tested. It has weathered significant stress, from the 2008 global financial crisis to rapid technological disruption and the COVID-19 pandemic, demonstrating how swiftly uncertainty can spread and how deeply interconnected systems have become.

At the beginning of this period of change, guided by foresight and a clear recognition of the need to strengthen Malaysia's financial safety net, PIDM was established in 2005. Our mandate is to protect depositors as well as takaful and insurance policy owners and promote financial system stability. Twenty years on, as we mark our 20th anniversary, we reflect not only on how far we have come but on the strength of the foundations that have sustained confidence in our financial system. The year 2025 is also pivotal as it concludes our Corporate Plan 2023 – 2025, themed "Realising Readiness", under which we strengthened capabilities across key areas and enhanced our agility to respond effectively in an increasingly dynamic environment.

Enhancing Resolution Readiness and Coordinated Crisis Response

In line with this corporate plan, we undertook several key initiatives to enhance our resolution readiness, including efforts to strengthen the resolvability of member institutions and the readiness of service providers.

First introduced in 2023, the National Resolution Symposium (NRS) continued to serve as an important platform for dialogue on resolution. In 2025, we hosted its third edition, bringing together senior leaders, regional regulators and international experts to deepen collective understanding of resolution frameworks and practices. Building on this momentum, we organised the annual Muzakarah (intellectual discourse) for the second time in 2025. This forum convened Shariah scholars and practitioners to deliberate on key Islamic finance resolution matters, contributing to the continued development of Shariah-compliant approaches to resolution.

In 2025, we conducted a comprehensive simulation exercise that enhanced Board decision making, deepened analytical capacity and validated coordination with key service providers, ensuring operational clarity should a member institution fail. We also continued to work closely with the relevant agencies to reinforce coordinated crisis readiness, including refining and finalising the interagency binder outlining crisis-time coordination arrangements. In addition, we advanced the Resolvability Assessment Framework through focus group discussions with member bank groups ahead of the planned industry consultation on the exposure draft in 2026.

Strengthening Public Confidence and International Engagement

Public awareness and advocacy rose to 79% and 67% respectively in 2025, surpassing our targets. This reflects our ability to maintain consistently high levels of public awareness, which is critical to the fulfilment of our mandate. We achieved this by refreshing our content on social media and digital platforms for better public understanding of PIDM, including our resolution authority role. In conjunction with PIDM's 20th anniversary, we launched a new corporate website to improve navigation and access to information. We also continued leveraging on financial literacy anchored initiatives across on-ground and digital channels to strengthen public understanding and advocacy. As a founding member of the Financial Education Network (FEN), we supported the national financial literacy agenda, including the launch of the second National Strategy for Financial Literacy 2026 – 2030.

Beyond maintaining public confidence, we also worked tirelessly to advance global policy formulation in resolution matters. This included our leadership as Chair of the International Association of Deposit Insurers (IADI) Working Group on Resolution and our contributions to the Sub-Committee on Resolution Planning of the International Forum of Insurance Guarantee Schemes. In 2026, we will further elevate collective dialogue on resolution matters by hosting the IADI Asia Pacific Regional Committee (APRC) Annual Meeting and International Conference. Regionally, we deepened cross-border collaboration through sustained engagements with counterpart deposit insurers, strengthening collective crisis preparedness and underscoring our shared commitment to safeguarding financial system stability across ASEAN.

Building Organisational Capability, Strong Governance and Sustainability

As the operating environment continues to evolve with rapid technological advances, we have stepped up efforts to modernise our technological and analytical capabilities. In 2025, we rolled out several initiatives to strengthen our technological infrastructure, cybersecurity resilience and data analytics capability. This included the establishment of PIDM's Virtual Data Centre, the enhancement of cloud-based collaboration tools and the demonstration of cyber resilience through targeted assessments and drills.

While we continue to embrace technological advancement, strong governance remains the foundation that anchors our organisation. PIDM maintains high standards of integrity and governance, recognising that sound governance is essential to sustaining public trust. We launched the PIDM Organisational Anti-Corruption Plan (OACP) 2025 – 2029, aligned with the National Anti-Corruption Strategy, reaffirming our commitment to carry out our mandate with the highest standards of integrity and accountability. To reinforce a strong risk mindset and organisational culture, we hosted roundtable discussions with cybersecurity experts on emerging developments.

At the same time, we remain mindful of the communities around us and the importance of sustainable practices. Our sustainability efforts were recognised through the achievement of the GreenRE Bronze Certification, reflecting our commitment to sustainable building and operational practices. As part of our efforts to give back to the communities we serve, we rolled out the Santuni MADANI initiative, delivering financial literacy programmes for youth and academic support for secondary school students. We also continued the PIDM Undergraduate Scholarship Programme, awarding scholarships to 20 additional students and bringing the total number of beneficiaries to 270 since the programme's inception.

Given the importance of a competent workforce and an agile work culture, we strengthened organisational capabilities by enhancing our competency framework and expanding initiatives that embed data-driven decision making across the organisation. These efforts reflect our commitment to equipping our people with the skills, tools and mindset needed to navigate an increasingly dynamic environment.

Acknowledging the People Behind the Progress

As we commemorate this significant milestone of our 20th anniversary, we take pride in what we have achieved over the past two decades and the notable outcomes delivered in 2025. Milestones are not just markers of the past. They are also stepping stones to the future. At this point in our journey, let us pay tribute to the hands that laid our foundations, the hearts that sustain us today and the minds that will carry this legacy into tomorrow.

To all PIDM employees, thank you for your dedication, commitment and professionalism over the years. Your contributions, whether visible or behind the scenes, have played a meaningful role in bringing PIDM to where it stands today. Some employees who began this journey with us are no longer with PIDM, while others will one day pass the responsibility to a new generation. This is how legacies endure. Though we may not see the full picture of what lies ahead, we can take pride in knowing that what we have built together will continue to serve, protect and reassure for years to come.

These accomplishments have also been shaped by the leadership and stewardship that have guided PIDM over the years. On behalf of PIDM, we extend our sincere appreciation to the Board of Directors for their unwavering and constant guidance. We also record our gratitude to Dato Sri (Dr) Zukri Samat for his leadership and contributions as Chairman, and we wish him well following his retirement from the Board. We further express our appreciation to our former director Ms. Gloria Goh Ewe Gim for her dedicated service and contributions to strong governance.

Shaping a More Resilient Future

As we enter our third decade, we do so guided by our Corporate Plan 2026 – 2028, themed "From Readiness to Resilience". Readiness has defined our first two decades to ensure safeguards, systems and plans are firmly in place. Resilience builds on that foundation. It reflects our commitment not only to withstand disruption but to adapt and continue delivering our mandate credibly under any circumstance. We will prioritise resolution credibility, deepen strategic partnerships, accelerate digital capabilities and nurture a future-ready workforce, ensuring that PIDM remains agile, adaptive and forward-looking.

Twenty years ago, the notion that virtually any service, including financial services, could be delivered entirely via a mobile device felt far-fetched. Today, it is routine. The pace of change will continue. What must remain constant is the strength beneath the surface, reflected by institutional resolve, disciplined governance and collective commitment. Like a tree anchored by deep roots, our stability endures because it is grounded in foundations that have been cultivated and strengthened over time, enabling us to bend and grow as circumstances evolve. As we commemorate our 20th anniversary, we remain steadfast in our mandate: to protect depositors and policy owners and to contribute meaningfully to the continued stability and resilience of Malaysia's financial system, for the next twenty years and beyond.

Datuk Abu Huraira Abu Yazid

Rafiz Azuan Abdullah