



**Perbadanan Insurans Deposit Malaysia**  
**Protecting Your Insurance And Deposits In Malaysia**

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**FREQUENTLY ASKED QUESTIONS (FAQS) FOR  
THE PIDM INDUSTRY PORTAL SYSTEM**

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**ISSUE DATE : 6 APRIL 2026**



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## 1.0 INTRODUCTION

- 1.1 Perbadanan Insurans Deposit Malaysia's ("PIDM") Industry Portal System ("IPS") provides member institutions ("MIs") with a secure and efficient platform for online regulatory submissions of confidential information to PIDM as well as reduces the administrative burden to the MIs. It also provides a secure platform for the transmission of data and documents in large volumes from the MIs to PIDM.
- 1.2 The purpose of this document is to provide guidance and clarification on frequently asked questions ("FAQs") from the MIs in using the PIDM IPS.

Notice for Change in Terminology:

<b>Existing terms reflected in this document</b>	<b>Updated terms reflected in the IPS</b>
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.

## 2.0 CONTACT DETAILS

Below are the contact details for general enquiries and technical related help desk support for the IPS.

<b>Email Contact</b>	<b>PIDM Toll Free Contact</b>
<a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a>	<b>1800-88-1266</b> Monday to Friday 8:30 am – 5:30 pm

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### 3.0 GENERAL FAQS

No.	FAQs	PIDM response
1	<b>WHAT IS IPS?</b>	IPS is an online portal that enables submissions of information and documents (including letters, reports, forms, returns and action plans) by the MIs to PIDM, as required by PIDM from time to time.
2	<b>WHAT ARE THE IPS MODULES AND FUNCTIONALITIES IN EACH MODULE?</b>	<p>Below is the summary of each module's functionalities. For further details of the modules' functionalities, please refer to the respective user guides for more information:</p> <p><b><u>Dashboard</u></b></p> <ul style="list-style-type: none"> <li>The purpose of the dashboard is to view announcements, reminders, notifications and pending tasks.</li> </ul> <p><b><u>LO Management</u></b></p> <ul style="list-style-type: none"> <li>The Liaison Officer Management (or also known as LO Management) module allows the user to search, view, create, edit and deactivate MI LO accounts, and download the user listing.</li> </ul> <p><b><u>ALO/PLO Appointment</u></b></p> <ul style="list-style-type: none"> <li>The ALO/ PLO Appointment function allows the Administrative LO (ALO) / Primary LO (PLO) user to search, view, create, edit and submit MIALO/ MIPLO appointment request.</li> </ul> <p><b><u>Submission Management</u></b></p> <ul style="list-style-type: none"> <li>The Submission Management module allows the user to search, view and perform annual regulatory/ ad hoc submissions.</li> </ul>



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No.	FAQs	PIDM response
		<p><b><u>Deposit Product Registration</u></b></p> <ul style="list-style-type: none"><li>The Deposit Product Registration module allows the user to search, view, create and submit the Electronic Deposit Product Registration (“eDPR”) form in order for PIDM to certify a deposit product’s insurability status. Users can also submit deposit product registration withdrawal request through this module.</li></ul> <p><b><u>Services Request</u></b></p> <ul style="list-style-type: none"><li>The Services Request module allows the user to search, view, create and submit MI services request (e.g. briefings, brochures, electronic and printed membership representative publications).</li></ul> <p><b><u>MI Profile Maintenance</u></b></p> <ul style="list-style-type: none"><li>The MI Profile Maintenance module allows the user to maintain their own MI Profile including Profile Information, Notification cc list, Correspondence Address, Key Management, Board of Directors, External Auditor, Shareholding Structure and Organisation Chart.</li></ul>
3	<b>WHERE CAN I FIND THE USER GUIDES FOR IPS?</b>	The User Guides are available at PIDM’s website: <a href="https://pidm.gov.my/key-references/industry-portal/resources">https://pidm.gov.my/key-references/industry-portal/resources</a> or in IPS under <b>User Guide menu</b> .
4	<b>WHAT IS PIDM E-BOX AND WHEN DO YOU USE IT?</b>	PIDM e-Box is a secured channel that is integrated into the IPS and uses a two-tier authentication for the transmission of large and confidential data from the MIs to PIDM.

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No.	FAQs	PIDM response
		PIDM e-Box is used for selective annual regulatory/ ad hoc submissions under the Submission Management module.
5	<b>WHO OWNS IPS?</b>	Unless otherwise stated, all materials contained in the IPS and the PIDM e-Box, including designs, text and images as well as any software programs or content available on the IPS and the PIDM e-Box are protected by copyright, trademark or other proprietary rights owned by PIDM.
6	<b>WHAT ARE THE USER ROLES AVAILABLE IN THE IPS AND THEIR RESPONSIBILITIES?</b>	<p>There are three (3) roles available in the IPS:</p> <ol style="list-style-type: none"> <li>1. MI Administrative LO ("MIALO")</li> <li>2. MI Primary LO ("MIPLO")</li> <li>3. MI Officer ("MIOfficer")</li> </ol> <p>The abovementioned roles and responsibilities are set out in the <b>MI Liaison Officers Appointment Process</b> document.</p>
7	<b>WHERE CAN I FIND THE APPOINTMENT FORM?</b>	<p>The hardcopy appointment form is no longer applicable. MI LO is to submit LO appointment via ALO/PLO Appointment module in IPS.</p> <p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Login to IPS as a MIALO/ MIPLO user.</li> <li>2. Click on the "ALO/PLO Appointment" menu on the left navigation panel.</li> <li>3. Click on the "MIALO Appointment"/ "MIPLO Appointment" submenu. The LO appointment form will be populated on the screen.</li> </ol>

No.	FAQs	PIDM response																																				
8	<b>WHAT ARE THE MODULES PERMISSIBLE FOR EACH USER ROLE?</b>	<p>The table below sets out the modules and roles mapping for the IPS. However, the final access matrix of each user is dependent on what modules have been assigned by the MIALO to each individual user.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #d9ead3;">Module/ Function</th> <th style="background-color: #d9ead3;">MIALO</th> <th style="background-color: #d9ead3;">MIPLO</th> <th style="background-color: #d9ead3;">MI Officer</th> </tr> </thead> <tbody> <tr> <td>Dashboard</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>Resource Center</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>LO Management</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> </tr> <tr> <td>ALO/PLO Appointment</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td>Submission Management</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>Deposit Product Registration</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>Services Request</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>MI Profile Maintenance</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> </tbody> </table>	Module/ Function	MIALO	MIPLO	MI Officer	Dashboard	Yes	Yes	Yes	Resource Center	No	Yes	Yes	LO Management	Yes	No	No	ALO/PLO Appointment	Yes	Yes	No	Submission Management	No	Yes	Yes	Deposit Product Registration	No	Yes	Yes	Services Request	No	Yes	Yes	MI Profile Maintenance	No	Yes	Yes
Module/ Function	MIALO	MIPLO	MI Officer																																			
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Services Request	No	Yes	Yes																																			
MI Profile Maintenance	No	Yes	Yes																																			

#### 4.0 SYSTEM ACCESSIBILITY AND PASSWORD-RELATED FAQ

No.	FAQs	PIDM response
1	<b>WHAT IS THE UNIFORM RESOURCE LOCATOR (URL) AND INTERNET PROTOCOL (IP) ADDRESS FOR THE IPS?</b>	<p><b>URL:</b>  <a href="https://industryportal.pidm.gov.my">https://industryportal.pidm.gov.my</a>  <a href="https://api-industryportal.pidm.gov.my">https://api-industryportal.pidm.gov.my</a>  <a href="https://ezaccess.pidm.gov.my">https://ezaccess.pidm.gov.my</a>  <a href="https://api-ezaccess.pidm.gov.my">https://api-ezaccess.pidm.gov.my</a>  <a href="https://ebox.pidm.gov.my">https://ebox.pidm.gov.my</a></p>



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No.	FAQs	PIDM response
		<p><b>IP Address:</b> 85.211.152.166, 85.211.157.20, 202.188.103.71, 202.87.104.13</p> <p>Please note that your information technology (IT) security systems (e.g. proxy, data leak protection, firewalls, anti-virus, etc.) must allow access to the IPS URL and IP address set out above.</p> <p>Based on previous tests conducted by PIDM, most connectivity issues encountered by the MIs were related to the IPS IP address being blocked by one (1) or more of the above security systems.</p>
2	<b>WHAT ARE THE REQUIREMENTS AND RESTRICTIONS?</b>	<p>The minimum requirements of the operating system and the internet browser to access and use the IPS are as follows:</p> <ol style="list-style-type: none"><li>1. <b>Operating system:</b> Windows 10 (version 1803)</li><li>2. <b>Internet browser:</b> Microsoft Edge, Google Chrome</li></ol> <p>The minimum requirements to access and use the IPS for hardware are as follows:</p> <ol style="list-style-type: none"><li>1. <b>CPU processor:</b> Intel i5 and above</li><li>2. <b>RAM size:</b> 8GB and above</li><li>3. <b>Ethernet network interface card:</b> Must be connected to the internet.</li></ol> <p>The MI's authorised network administrator or network team must ensure that the firewall Port 443 (HTTPS) is opened in order to access the IPS and the PIDM e-Box.</p>

No.	FAQs	PIDM response
		<p>The user must access and use the IPS and the PIDM e-Box by using only a fixed outgoing IP address as approved by PIDM.</p> <p>For purposes of obtaining the approval for the fixed outgoing IP, the MI's authorised network administrator or network team must write to PIDM at <a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a> and request for the MI's IP to be approved by PIDM, prior to any user accessing or using the IPS or the PIDM e-Box.</p>
3	<b>CAN I ACCESS THE IPS WHILE WORKING FROM HOME?</b>	<p>Yes, a user may access the IPS while working from home provided that the user is connected to their corporate network through a virtual private network (VPN) or equivalent tools.</p> <p>Accessibility to the IPS via private home network (without being connected to the corporate network through VPN or equivalent tools) is not allowed.</p>
4	<b>WHY CAN'T I ACCESS THE IPS?</b> <b>WHO CAN HAVE SUCH ACCESS?</b>	<p>There are several reasons why you cannot access the IPS:</p> <p>(a) Your public IP address is not whitelisted by PIDM. Please check if you have provided the correct IP address to PIDM to be whitelisted.</p> <p>(b) Your Windows, antivirus, firewall, data leak protection system or proxy is blocking the IPS URL and IP address on Port 443. Please contact your IT network and security team if you have been allowed access to the IPS URL and IP address on Port 443 but still unable to have access to the IPS.</p> <p>(c) Only authorised users can log in to the IPS by using their user credentials</p>



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No.	FAQs	PIDM response										
		obtained via the welcome email sent to the users by PIDM's IPS administrator.										
5	<b>WHY AM I GETTING THIS ERROR WHEN ACCESSING THE IPS:  "403 Forbidden"</b>	<p>(a) Your public IP address is not whitelisted by PIDM. Please check if you have provided the correct IP address to PIDM to be whitelisted.</p> <p>(b) Your Windows, antivirus, firewall, data leak protection system or proxy is blocking the IPS URL and IP address on Port 443. Please contact your IT network and security team if you have been allowed access to the IPS URL and IP address on Port 443 but still unable to have access to the IPS.</p>										
6	<b>ONCE I HAVE LOGGED IN FOR THE FIRST TIME, DO I HAVE TO CHANGE THE PASSWORD?</b>	<p>Yes, users are required to change the temporary password in accordance with the instructions and password complexity set out below.</p> <p><b><u>Password Instruction and Complexity</u></b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Enforced Password History</td> <td>24 password cycles</td> </tr> <tr> <td>Maximum Password Age</td> <td>90 days</td> </tr> <tr> <td>Minimum Password Age</td> <td>1 day</td> </tr> <tr> <td>Minimum Password Length</td> <td>10 characters</td> </tr> <tr> <td>Password Complexity Requirements</td> <td> <ul style="list-style-type: none"> <li>Does not contain the user's account name or parts of the user's full name that exceeds two consecutive characters.</li> <li>Contains characters from three of the following four categories:</li> </ul> </td> </tr> </table>	Enforced Password History	24 password cycles	Maximum Password Age	90 days	Minimum Password Age	1 day	Minimum Password Length	10 characters	Password Complexity Requirements	<ul style="list-style-type: none"> <li>Does not contain the user's account name or parts of the user's full name that exceeds two consecutive characters.</li> <li>Contains characters from three of the following four categories:</li> </ul>
Enforced Password History	24 password cycles											
Maximum Password Age	90 days											
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Password Complexity Requirements	<ul style="list-style-type: none"> <li>Does not contain the user's account name or parts of the user's full name that exceeds two consecutive characters.</li> <li>Contains characters from three of the following four categories:</li> </ul>											

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No.	FAQs	PIDM response	
			<ul style="list-style-type: none"> <li>✓ English uppercase characters (A through Z)</li> <li>✓ English lowercase characters (a through z)</li> <li>✓ Base 10 digits (0 through 9)</li> <li>✓ Non-alphabetic characters (e.g. #, \$, !, %)</li> </ul>
		Account Lockout Threshold	Three invalid login attempts.
7	<b>WHAT TO DO IF MY ACCOUNT IS LOCKED AFTER KEYING IN THE WRONG PASSWORD MULTIPLE TIMES?</b>	<p>Upon entering the wrong password three (3) consecutive times, the IPS will prompt a message to inform the user that the account has been locked.</p> <p>The user should contact the MIALO to unlock the account. If the account of the MIALO is locked, the MIALO should contact PIDM to unlock the MIALO's account at: <a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a>.</p>	
8	<b>WHAT TO DO IF I HAD FORGOTTEN MY PASSWORD?</b>	<p>Click on the "Forgot Password" button in the login page, then:</p> <ol style="list-style-type: none"> <li>1. The IPS will redirect the user to the "Forgot Password" page.</li> <li>2. The user is to enter the user's ID (email address) and click on the "Forgot Password" button.</li> <li>3. The IPS will send a temporary password to the user's registered email address.</li> <li>4. The user should login to the IPS by using the temporary password provided. After the user enters the temporary password, the system will</li> </ol>	

No.	FAQs	PIDM response
		<p>prompt for a one-time password (OTP). The OTP will be sent to the user's registered email address.</p> <p>5. The IPS will prompt the user to change the password for the next login.</p> <p>6. The IPS will validate the new password created against the password complexity rules. The user will be redirected to the login page after the new password is saved. If the password does not conform to the password complexity rules, the IPS will prompt an error message.</p>
9	<b>HOW DO I CHANGE MY PASSWORD?</b>	To change a user password, click the top right corner of the IPS dashboard and select the "Change Password" option.
10	<b>WOULD THE IPS PROMPT ME TO CHANGE MY PASSWORD BEFORE THE EXPIRY DATE?</b>	<p>The IPS will prompt the user to change the password upon the next login once the password has expired.</p> <p>A password expiry reminder will be displayed 7 days prior to password expiration.</p>
11	<b>WOULD THE IPS AUTOMATICALLY DEACTIVATE ANY INACTIVE/ DORMANT USER?</b>	<p>No, the IPS will not deactivate any inactive user automatically. However, there is a threshold limit on the maximum number of MIALO, MIPLO and MIOfficer per MI.</p> <p>MI should do timely housekeeping, at least twice a year on user access. Refer to <a href="#">How many users can you create per MI?</a> for details on the threshold for each role.</p>
12	<b>IS MY PASSWORD OR AUDIT TRAIL STORED IN THE IPS?</b>	A user's audit trail is stored in the IPS to facilitate troubleshooting, if any. However, a user's password is not stored in the IPS.

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No.	FAQs	PIDM response
13	<b>WHAT HAPPENS IF I DO NOT LOG OUT?</b>	<p>When a user closes a browser window without logging out from the IPS, the user's session will expire automatically.</p> <p>Any session that is idle for more than 20 minutes will be timed out by the IPS automatically. The user is required to re-login after this.</p>
14	<b>IS MY USER ID AND PASSWORD FOR THE IPS DIFFERENT FROM MY PASSWORD FOR PIDM E-BOX?</b>	No, registered user in the IPS may use the same ID and password for PIDM e-Box. The user's ID and password will be automatically synced to the PIDM e-Box.
15	<b>WHY IS MY MENU DIFFERENT FROM MY COLLEAGUES?</b>	<p>The menu options on the left panel of the IPS are personalised based on the specific access rights granted to the user.</p> <p>For example, the menu options for MIALO are different from MIPLO or MIOfficer due to the access rights granted to them.</p>

## 5.0 LIAISON OFFICER (LO) MAINTENANCE MODULE FAQ

No.	FAQs	PIDM response
1	<b>WHAT SHOULD AN MI DO WHEN THERE IS A CHANGE IN USER?</b>	<p><b>Appointment of new or changes to MIALO:</b></p> <ol style="list-style-type: none"> <li>Appointment of a new or change (replacement or cessation) of MIALO requires approval from the MI's Chief Executive Officer (CEO) or a designated person in the absence of the CEO, using the ALO/PLO Appointment function in IPS.</li> <li>The appointed MIALO 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 LO Appointment Request via IPS.</li> </ol>



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No.	FAQs	PIDM response
		<p>3. Any change to the personal details of the current MIALO is to be updated directly into the IPS. Approval from PIDM or notification to PIDM is not required.</p> <p>4. The requester (MIALO/MIPLO) has to create, confirm and download the online LO Appointment Request Form through the IPS. Thereafter, the requester has to print out the downloaded Appointment Form to be signed by the MI's CEO and stamped with MI's official stamp. The signed form is to be uploaded in IPS before submitting the LO Appointment request.</p> <p>5. The request shall be reviewed by PIDM. Incomplete information on the online LO Appointment Request will be returned/ rejected to the MI for rectification.</p> <p>6. Upon acceptance by PIDM, the appointed MIALO will receive an email notification which contains the login information and the requester will be notified on the request status.</p> <p><b>Appointment of new or changes to MIPLO:</b></p> <p>1. Appointment of a new or change (replacement or cessation) of MIPLO requires approval from the MI's CEO or a designated person in the absence of the CEO, using the ALO/PLO Appointment function in IPS.</p> <p>2. The appointed MIPLO may represent other MIs under the same financial group. Notwithstanding this, if the same person represents different MIs,</p>



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No.	FAQs	PIDM response
		<p>PIDM requires each MI to submit the respective LO Appointment request via IPS.</p> <p>3. Any change to the personal details of the current MIPLO including any change to the user permission (access rights) is to be updated directly into the IPS. Approval from PIDM or notification to PIDM is not required.</p> <p>4. The requester (MIALO or MIPLO) has to create, confirm and download the online LO Appointment Form through the IPS. Thereafter, the requester has to print out the downloaded Appointment form to be signed by the MI's CEO and stamped with MI's official stamp. The signed form is to be uploaded in IPS before submitting the LO Appointment request.</p> <p>5. The request shall be reviewed by PIDM. Incomplete information on the online LO Appointment Request will be returned/ rejected to the MI for rectification.</p> <p>6. Upon acceptance by PIDM, the appointed MIPLO will receive an email notification which contains the login information and the requester will be notified on the request status.</p> <p><b>Changes to MIOfficer:</b></p> <p>1. For appointment of new or change of MIOfficer, no approval nor notification to PIDM is required.</p> <p>2. The change shall be performed by the MIALO.</p>

No.	FAQs	PIDM response
		3. The appointed MIOfficer may represent other MIs under the same financial group.
2	<b>CAN LIAISON OFFICERS (“LO”) BE NOMINATED UNDER A GROUP / ALIAS EMAIL ID BE SHARED AMONG MANY USERS?</b>	<p>Only individual email addresses will be accepted during registration and not group or generic email addresses. However, users can maintain a “Module Notification List” under their “MI Profile Maintenance” module to include a list of email addresses in the emails “cc” recipients for any correspondence sent out by the IPS.</p> <p>MIPLO will also be included in the emails “cc” recipient for all IPS correspondences.</p>
3	<b>HOW MANY USERS CAN YOU CREATE PER MI?</b>	<p>Up to fourteen (14) users:</p> <ul style="list-style-type: none"> <li>• Two (2) MIALOs;</li> <li>• Two (2) MIPLOs; and</li> <li>• Twelve (12) MIOfficers are allowed per MI.</li> </ul> <p>However, the MIPLO and the MIOfficer who have access to and have ‘contribute’ rights to the MI Profile Maintenance module can include additional email recipients in the “Module Notification List”.</p> <p>Among all MIPLOs and MIOfficers, only five (5) persons are able to perform regulatory submissions through the PIDM e-Box.</p>
4	<b>WHY IS THERE A LIMIT OF ONLY FIVE (5) PERSONS WHO ARE ABLE TO PERFORM THE REGULATORY SUBMISSIONS THROUGH PIDM E-BOX IN THE SUBMISSION MANAGEMENT MODULE?</b>	The limit is imposed due to the licensing requirements on PIDM’s end for the system for more than 90 MIs.

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5	<b>WHAT SHOULD I DO WHEN THERE ARE CHANGES TO THE USER ACCOUNT (E.G. MIALO, MIPLO OR MIOFFICER WHO RESIGNED OR NO LONGER HANDLING THE IPS)?</b>	<p>MIALO may update existing users profile information and access rights in IPS.</p> <p>However, for new / replacement / cessation of MIALO and MIPLO, MIALO/MIPLO should raise online LO Appointment request in IPS. Refer to <a href="#">What should an MI do when there is a change in user or user access rights?</a></p>
6	<b>DOES THE ALTERNATE MIALO AND MIPLO REQUIRE APPROVAL FROM THE CEO?</b>	<p>Yes, the appointment of alternate MIALO and MIPLO is same as MIALO and MIPLO appointment. Refer to <a href="#">What should an MI do when there is a change in user or user access rights?</a></p>
7	<b>CAN A MIALO RETRIEVE THE USER LISTING AND ACCESS RIGHTS FROM THE IPS?</b>	<p>Yes, MIALO can download it from the IPS by:</p> <ul style="list-style-type: none"> <li>✓ Login to the IPS</li> <li>✓ Go to "User Maintenance"</li> <li>✓ Go to "MI Users"</li> <li>✓ Click on "Search" button</li> </ul> <p>Then, click on the "Download" icon to export the user list to Microsoft Excel format.</p>
8	<b>CAN A MIALO CHECK THE USER LAST LOGIN TIMESTAMP FROM THE IPS?</b>	<p>Yes, MIALO is able to search and view the user last login timestamp by:</p> <ul style="list-style-type: none"> <li>✓ Login to the IPS</li> <li>✓ Go to "User Maintenance"</li> <li>✓ Go to "MI Users"</li> </ul> <p>Click on the "Search" button. Each user's last login timestamp is shown in the search result.</p>
9	<b>CAN A MIALO DELETE A USER FROM THE IPS?</b>	<p>No delete option is available in the IPS. However, MIALO can deactivate MI Officer user ID as part of the housekeeping exercise for resigned / transferred users.</p> <p>MIALO/MIPLO can raise LO Appointment Request in IPS to cease / deactivate an existing MIALO/MIPLO user ID. The relevant user ID will be deactivated upon PIDM's acceptance of the LO Appointment Request.</p>

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		<p>MIALO also can define an ID effective date range for the IPS to revoke the user access once the ID effective period is over. However, this action does not release the MI threshold headcount.</p> <p>To release the MIALO/MIPLO headcount, a Cessation of LO Appointment Request must be raised. Similarly, to release an MIOfficer headcount, the user status must be updated to "Inactive."</p>
10	<b>CAN A MIALO ADD THE SAME USER TO MULTIPLE ENTITIES UNDER THE SAME GROUP?</b>	<p>Yes, MIALO can add the same user to multiple entities under the same group provided the following criteria are matched:</p> <ol style="list-style-type: none"> <li>1. Make sure the email domain of the user you are about to create is listed in both entities MI Profile "Official Email Domain(s)". Refer to the <b>User Guide – MI Profile Maintenance</b> on how to update the "Official Email Domain(s)".</li> <li>2. The <b>User Guide – MI Profile Maintenance</b> is available in the Industry Portal and PIDM's website.</li> <li>3. If you encounter a system error stated "XXXXX already exists." and unable to add the user, email the error (printscreen) to: <a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a> to request to add the relevant entities to the same MI group.</li> <li>4. If you encounter a system error stated "XXXXX exists with [another entity name].", the IPS will pre-populate the existing user profile from [another entity name] and you may proceed with the user creation.</li> </ol>

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11	<b>CAN A MIALO UNLOCK OWN ACCOUNT OR ANOTHER MIALO ACCOUNT?</b>	No, MIALO is unable to unlock self or other MIALO accounts. For assistance, please email to <a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a> if the MIALO account is locked.
12	<b>CAN A MIALO UNLOCK MIPLO AND MIOFFICER ACCOUNT?</b>	Yes, MIALO is able to unlock MIPLO and MIOfficer account.
13	<b>WHAT SHOULD I DO IF MY COMPANY DOMAIN HAS CHANGED AND CAUSED A CHANGE IN MY EMAIL ADDRESS WHICH IS THE IPS USER ID?</b>	<p>IPS uses the email address of a user as the user's ID. Hence, from a system perspective, a change in the user's email address requires deactivation of the previous account and creation of a new user ID using the new email address.</p> <p>Below are the steps involved to change an MI's email domain and to change the email address of existing IPS users who are registered using the old domain email address.</p> <ol style="list-style-type: none"> <li>1. Login to IPS as a user who has "Contribute" access to "MI Profile Maintenance" module. Click on "MI Profile Maintenance" menu, then click on "MI Profile" submenu on the left navigation panel.</li> <li>2. Under tab 1 - Profile Information, update the "Official Email Domain(s)" field to append the new domain to the existing value separated with a comma "," for example "olddomain.com,<b>newdomain.com</b>", and then save the changes.</li> <li>3. Login to IPS as MIALO/ MIPLO user, raise "Replacement of MIALO Appointment" to replace the existing MIALO using the new domain email address. You can select the option to</li> </ol>

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		<p>copy the access rights from the existing MIALO to be replaced. Refer to the <b>User Guide – System Access and MI User Maintenance</b> published on <a href="#">PIDM website</a> for detailed steps.</p> <p>4. Similar to MIPLO replacement, raise “Replacement of MIPLO Appointment” to replace the existing MIPLO using the new domain email address. You can select the option to copy the access rights from the existing MIPLO to be replaced.</p> <p>5. For MI Officers’ accounts, MIALO can deactivate the existing MI Officer and create a new MI Officer account using the new domain email address. Refer to the <b>User Guide – System Access and MI User Maintenance</b> published on <a href="#">PIDM website</a> for detailed steps.</p> <p>6. Once all the MI LOs (MIALO, MIPLO and MI Officers) user accounts have been successfully updated to the new domain email address, repeat steps 1 and 2 above to remove the old domain from the MI Profile – “Official Email Domain(s)” field and save the changes.</p>

## 6.0 MI PROFILE MAINTENANCE MODULE FAQ

No.	FAQs	PIDM response
1	<b>WHAT CAN I DO UNDER THE MI PROFILE MAINTENANCE MODULE?</b>	The MI Profile Maintenance module allows the MIPLO and the MIOfficer with ‘contribute’ rights to update their own MI’s corporate information under the Profile Maintenance function.

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No.	FAQs	PIDM response
2	<b>WHO CAN UPDATE THE CORPORATE INFORMATION?</b>	<p>Users with 'contribute' rights (e.g. MIPLO or MIOfficer) to the MI Profile Maintenance module can perform the updates.</p> <p>Designated users who are updating the corporate information must ensure that the information is up-to-date and accurate.</p>
3	<b>HOW OFTEN DO I NEED TO UPDATE THE CORPORATE INFORMATION?</b>	As and when there are changes in the corporate information, for instance any changes to the correspondence address, Board of Directors, key management, shareholder structure and organisation chart.
4	<b>WHAT IS THE PURPOSE OF UPDATING THE CORPORATE INFORMATION?</b>	<p>The corporate information provided in the MI Profile Maintenance module is important to us as some of the information may not be made available on the MI's website.</p> <p>The corporate information will be used for the purpose of engagement with the MI (e.g. issuance of PIDM's corporate publications and communication during crisis) and regulatory submission certification.</p>
5	<b>WHAT IF I AM ALSO ELECTED SUBSEQUENTLY BY ANOTHER MI UNDER THE SAME GROUP?</b>	<p>The MIPLO or MIOfficer can send an email to <a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a> to request to add an MI to a group.</p> <p>The same LO can represent multiple MIs under the same group.</p>

## 7.0 SUBMISSION MANAGEMENT MODULE FAQ

No.	FAQs	PIDM response
1	<b>WHAT IS THE URL AND IP ADDRESS FOR THE PIDM E-BOX?</b>	<p>URL: <a href="https://ebox.pidm.gov.my">https://ebox.pidm.gov.my</a></p> <p>IP address:</p> <ul style="list-style-type: none"> <li>• 202.188.103.71</li> <li>• 202.87.104.13</li> </ul>

No.	FAQs	PIDM response
2	<b>WHAT IS MY USER ID AND PASSWORD TO ACCESS PIDM E-BOX?</b>	A user can use the same user ID and password for the IPS to access the PIDM e-Box.
3	<b>WHO CAN UPLOAD AND MAKE SUBMISSIONS?</b>	Users who have 'contribute' rights to the Submission Management module can perform submissions.
4	<b>WHAT TYPE OF ENCRYPTION DOES PIDM USE FOR DATA TRANSFER TO PIDM E-BOX?</b>	<p>The PIDM e-Box encrypts all files in its system whether the files are in transit or at rest. Data in transit is secured via Secure Sockets Layer / Transport Layer Security encrypted connection.</p> <p>Data at rest is encrypted with 256-bit Advanced Encryption Standard encryption. The PIDM e-Box encryption module is Federal Information Processing Standard Publication - FIPS 140-2 Level 1 certified.</p>
5	<b>HOW DO I KNOW THERE IS A PENDING SUBMISSION FROM ME?</b>	<p>When PIDM opens a submission, the respective MIPLO / MIOfficers who have been assigned to the submission type will receive an email notification from the IPS on the submission details.</p> <p>In addition, the assigned MIPLO / MIOfficers can view the submission pending task on their IPS dashboard after logging in to the system.</p>
6	<b>CAN I STILL UPDATE MY SUBMISSION FILE AFTER I HAVE UPLOADED IT TO THE PIDM E-BOX?</b>	<p>Yes, you may delete and re-upload the submission files before submitting the submissions. Once the submission is submitted, it is no longer updatable. However, if you had submitted the wrong file, please contact the respective PIDM officer in charge or email to: <a href="mailto:industryportalinfo@pidm.gov.my">industryportalinfo@pidm.gov.my</a> for further assistance.</p>

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## 8.0 DEPOSIT PRODUCT REGISTRATION MODULE FAQ

No.	FAQs	PIDM response
1	<b>WHO CAN MAKE A SUBMISSION OF INFORMATION ON DEPOSIT PRODUCT VIA THE ELECTRONIC DEPOSIT PRODUCT REGISTRATION (“EDPR”) FORM FOR PIDM’S CERTIFICATION OF THEIR INSURABILITY STATUS?</b>	Users who have the access and ‘contribute’ rights to the Deposit Product Registration module (e.g. MIPL0 or MIOfficer) can perform an eDPR submission.
2	<b>CAN AN MI STILL PROVIDE SUBMISSION THROUGH EMAIL USING THE ‘OFFLINE’ EDPR FORM?</b>	No, all MIs, conventional and Islamic, are required to submit their deposit product information for PIDM’s certification of their insurability status by using the eDPR form accessible through the IPS.
3	<b>CAN AN MI PROVIDE OTHER TYPE OF SUBMISSIONS RELATED TO PRODUCT REGISTRATION THROUGH EMAIL?</b>	<p>With effect from 2026, the annual declaration by MIs in respect of the insurability reports containing information on the names of the active deposit products registered with PIDM and the deposit product codes in accordance with the requirements of the Guidelines on Submission of Deposit Product Information, are required to be submitted to PIDM through the Submission Management module in IPS. Only users who have ‘Contribute’ rights to the Annual Deposit Product Insurability Report Declaration submission type under the Submission Management module can perform this submission.</p> <p>This supersedes the previous practice of the MIs submitting the Annual Deposit Product Insurability Report Declaration form to PIDM by email.</p>

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## 9.0 SERVICES REQUEST MODULE FAQ

No.	FAQs	PIDM response
1	<b>WHO CAN REQUEST FOR PIDM BROCHURES, MEMBERSHIP REPRESENTATION AND BRIEFING SESSIONS?</b>	Users with 'contribute' access to the Services Request module can perform the request submission.
2	<b>CAN A USER STILL REQUEST THROUGH EMAIL?</b>	With effect from 11 August 2020, all MIs are required to submit their request for PIDM brochures, membership representation publication and briefing sessions through the IPS.  This will supersede the previous practice of MIs submitting their requests to PIDM by email.
3	<b>IS THERE A LIMIT ON THE NUMBER OF PIDM BROCHURES THAT CAN BE REQUESTED?</b>	There is no limit. However, the approved quantity is subject to stock availability.
4	<b>IS THERE A LIMIT ON THE NUMBER OF THE PRINTED COPY OF PIDM MEMBERSHIP REPRESENTATION THAT CAN BE REQUESTED?</b>	Each branch of an MI can request for two (2) pieces of the printed copy of PIDM membership representation. Any additional request requires justification.
5	<b>CAN USERS REQUEST EXTRA QUANTITIES OF THE PRINTED COPY OF MEMBERSHIP REPRESENTATION FOR STOCK KEEPING?</b>	No. PIDM printed copy of membership representation is a controlled item. We will not provide extras for stock keeping.  <i>Note: No modifications can be made to the printed copy provided by PIDM and no reproduction is allowed.</i>