



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

**GUIDE ON PIDM INDUSTRY PORTAL -
MI LIAISON OFFICER(S) APPOINTMENT PROCESS**

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Ref No	PIDM/UG6/2022 (IPS-MILO)	Issued on	31 January 2022
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TABLE OF CONTENTS

SECTION 1: ROLES AND RESPONSIBILITIES.....	1
SECTION 2: APPOINTMENT OF LIAISON OFFICERS.....	3
SECTION 3: ONLINE APPOINTMENT PROCESS	5

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>[at least one (1) and up to two (2) person]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 permissions, deactivating users and updating user profiles).
		b. <ul style="list-style-type: none"> ▪ Ensures information technology (IT) requirements of the MI facilitate the use of the PIDM Industry Portal; ▪ Provides technical support to users within the MI; and ▪ Engages the PIDM IT team on technical aspects of the PIDM Industry Portal.
		c. Recommended to be from the IT department of the MI.
2.	MI Primary LO (“MIPLO”) <i>[at least one (1) and up to two (2) person]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"> ▪ Complete and timely regulatory submissions and reporting to PIDM, in accordance with the relevant legislation issued by PIDM; and ▪ The MI’s profile details on the PIDM Industry Portal remain current.
		c. MIPLO can also perform the responsibilities of the MIOfficer.

¹ Optional to appoint a second person.



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6/2022 (IPS-MILO)	Issued on	31 January 2022
---------------	--------------------------	------------------	-----------------

TITLE	Guide on PIDM Industry Portal - MI Liaison Officer(s) Appointment Process
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No.	Role	Responsibilities
3.	MI Officer ("MIOfficer") <i>[up to ten (10) persons]</i>	a. Conducts the operational tasks relating to regulatory submissions <ul style="list-style-type: none">▪ Makes complete and timely regulatory submissions and reporting to PIDM, in accordance with the relevant legislation issued by PIDM;▪ Updates the MI's profile details on the PIDM Industry Portal to ensure they remain current and;▪ Acts as the LO pertaining to all matters relating to the submissions for the Differential Premium Systems, Differential Levy Systems for Insurance Companies, Differential Levy Systems for Takaful Operators, Return on Total Insured Deposits and Deposit Information Systems and Submission of Returns on Calculation of Levies for Takaful and Insurance Businesses.

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Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6/2022 (IPS-MILO)	Issued on	31 January 2022
TITLE	Guide on PIDM Industry Portal - MI Liaison Officer(s) Appointment Process		

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 two (2) representatives 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.
- 2.4 MIs can appoint up to ten (10) MIOfficer(s) to perform the following regulatory submissions:

Regulatory Submissions ²	Maximum number of MIOfficer(s)
A. Submission through PIDM eBOX	
Deposit-taking Members: <ul style="list-style-type: none"> Differential Premium Systems Return on Total Insured Deposits Deposit Information Systems and Submission Terms and Conditions Submission Insurer Members: <ul style="list-style-type: none"> Differential Levy Systems for Insurance Companies Differential Levy Systems for Takaful Operators Return on Calculation of Levies for Takaful and Insurance Businesses Terms and Conditions Submission 	Up to 4
B. Submission NOT through PIDM eBOX	
Deposit-taking Members: <ul style="list-style-type: none"> Deposit Product Information via eDPR form Annual review of compliance with Guidelines on Provision of Information on Deposit Insurance Terms and Conditions Submission (Key Responsible Person and Auditor's information) Insurer Members: <ul style="list-style-type: none"> Product Information for Insurer Members Terms and Conditions Submission (Key Responsible Person and Auditor's information) 	Up to 10
Total number of MIOfficers [Combination of A + B]	10

² 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/UG6/2022 (IPS-MILO)	Issued on	31 January 2022
TITLE	Guide on PIDM Industry Portal - MI Liaison Officer(s) Appointment Process		

- 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.
- 2.6 Please note that only four (4) representatives of the MI [either MIPLO(s) or MIOfficer(s)] are granted with permissions (contribute or edit function) to perform the regulatory submissions via PIDM's eBox.

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Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6/2022 (IPS-MILO)	Issued on	31 January 2022
TITLE	Guide on PIDM Industry Portal - MI Liaison Officer(s) Appointment Process		

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 MIOfficer(s), 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 *Guide to Using the PIDM Industry Portal (“MI User Manual”)* 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 Person³, by way of a physical or electronic signature, and inclusion 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 onto the form.

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³ 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)



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

Ref No	PIDM/UG6/2022 (IPS-MILO)	Issued on	31 January 2022
TITLE	Guide on PIDM Industry Portal - MI Liaison Officer(s) Appointment Process		

- 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.
- 3.7 Notwithstanding the above, in the event the MIALO or MIPO is unable to complete the online appointment process⁴, please contact PIDM via industryportalinfo@pidm.gov.my

Perbadanan Insurans Deposit Malaysia
31 January 2022

⁴ Including instances where a new PIDM MI has yet to be accorded access to the Industry Portal.