

# **Section IV: Deposit Insurance System disclosure requirements for member banks**

## **I. About Perbadanan Insurans Deposit Malaysia (PIDM)**

- 1. What PIDM does?*
- 2. How is PIDM funded?*
- 3. How are consumers protected in a failure?*

## **II. Deposit Insurance System**

- 1. Who are member institutions?*
- 2. Who are protected?*
- 3. What are protected?*

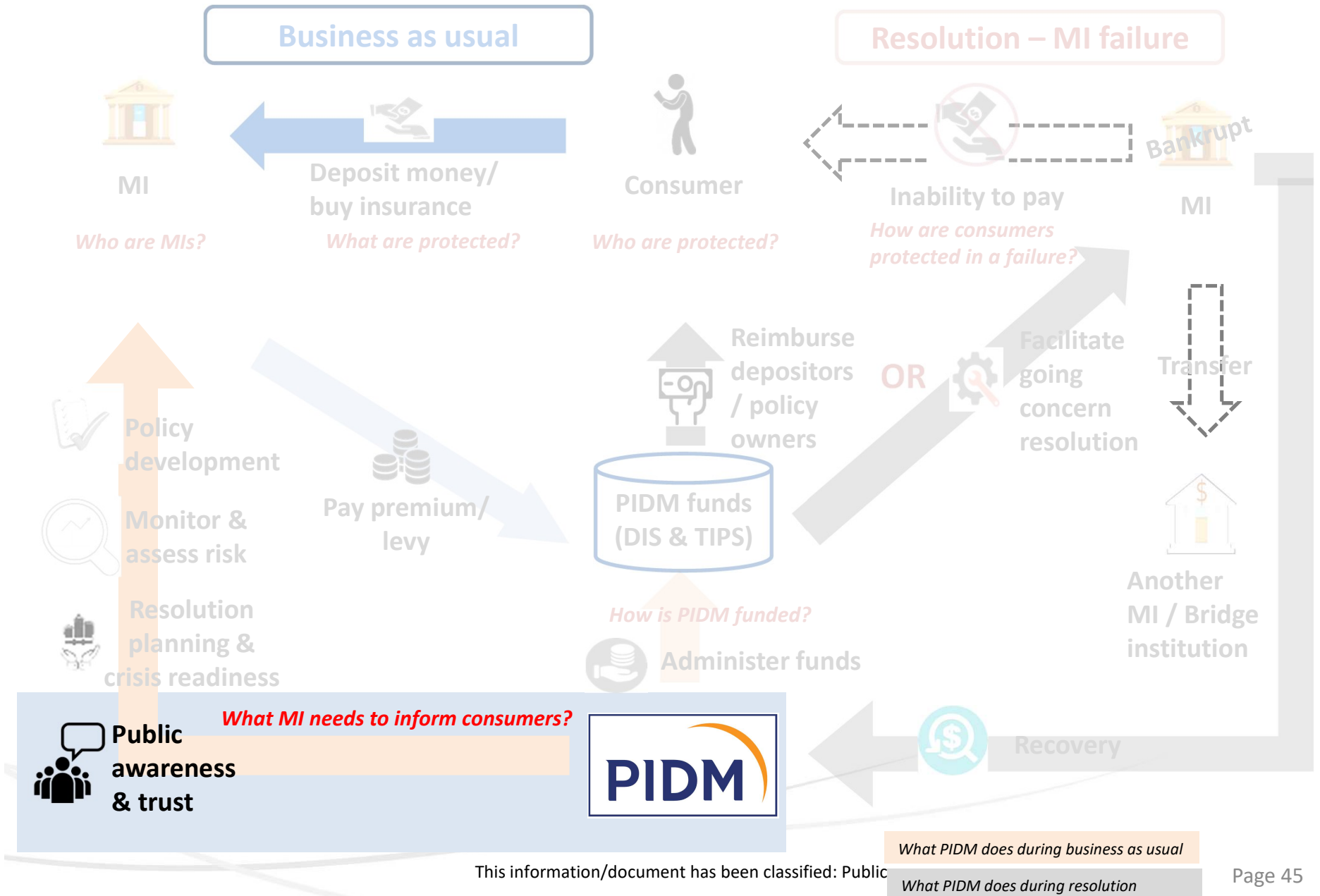
## **III. Takaful and Insurance Benefits Protection System**

- 1. Who are member institutions?*
- 2. Who are protected?*
- 3. What are protected?*

## **IV. Deposit Insurance System disclosure requirements for member banks**

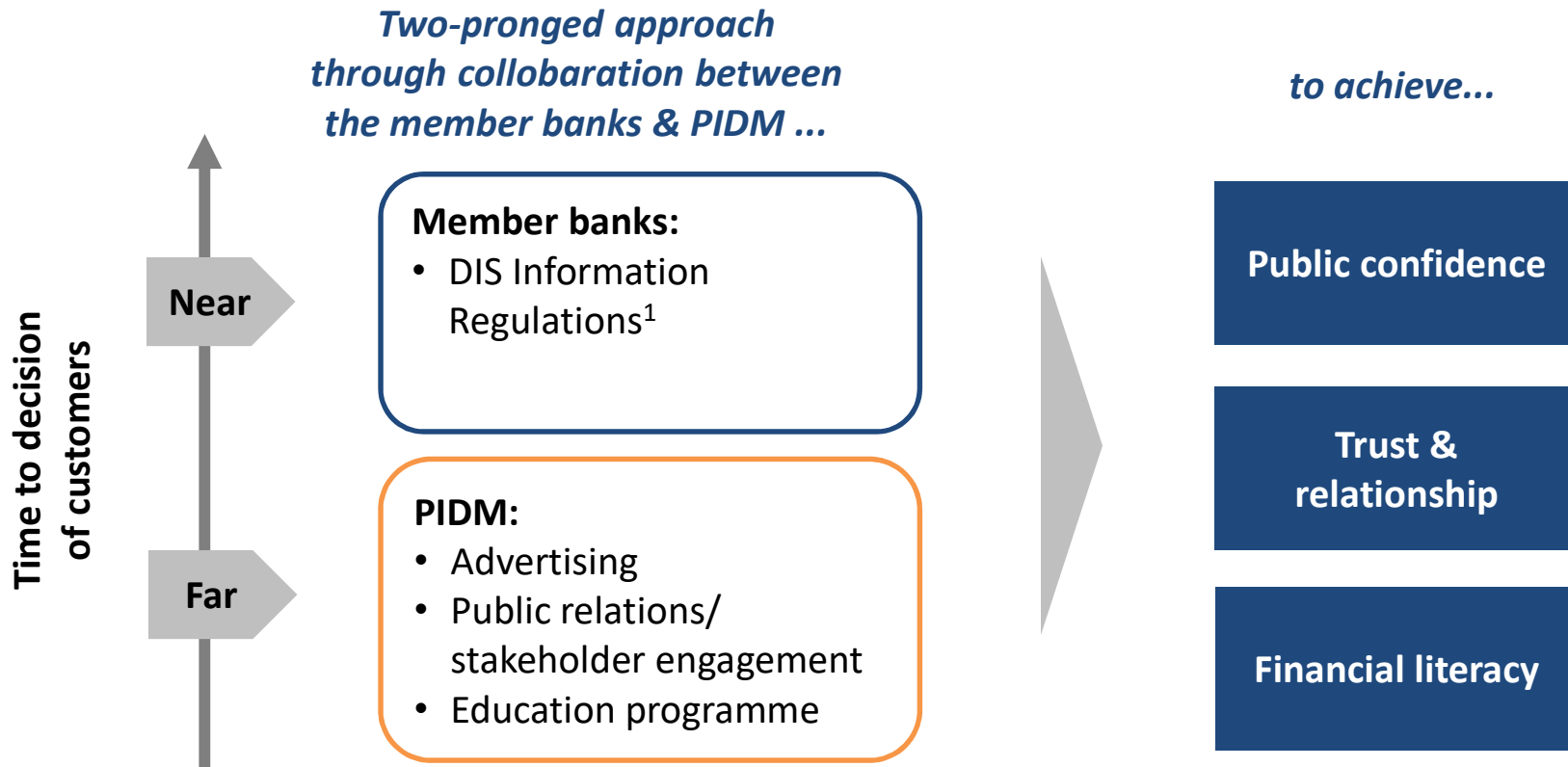
- 1. What member institution needs to inform consumers?*
- 2. What member institution needs to do?*

# PIDM protects depositors and takaful or policy owners in the event of a MI failure: How does it work?



1 *What MI needs to inform consumers?*

**PIDM adopts a collaborative approach with the member banks in public awareness to promote public confidence in the stability of the financial system**



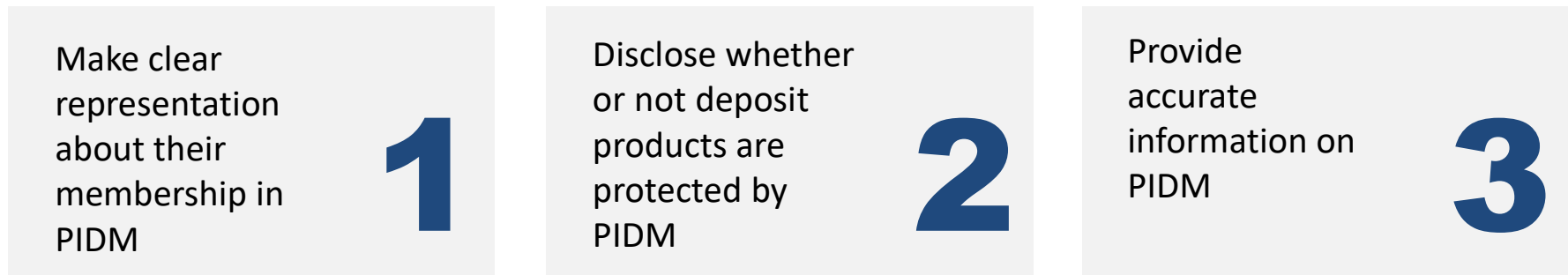
<sup>1</sup> Refer to:

- *Malaysia Deposit Insurance Corporation (Provision of Information on Deposit Insurance) Regulations 2011, as amended by Malaysia Deposit Insurance Corporation (Provision of Information on Deposit Insurance) (Amendment) Regulations 2019;*
- *Guidelines on Provision of Information on Deposit Insurance (issue date: 18 May 2022); and*
- *FAQs on Provision of Information on Deposit Insurance.*

**1** *What MI needs to inform consumers?*

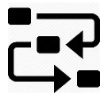
**Member banks are to provide timely and accurate information on PIDM’s protection to their prospective and existing customers at every “teachable moment” to empower informed and sound decision-making**

*Member banks are to convey information to their prospective or existing customers*



**Upon commencement of banking business**

*To inform customers about the availability of PIDM’s protection*



**Contractual process for the sales of deposit product**

*To facilitate information gathering and informed decision-making by customers, and promote continuous awareness of existing depositors*



**Supported by the member banks’ internal processes**

*To ensure readiness of the member banks, including their employees and agents, in complying with the disclosure requirements*

**1** *What MI needs to inform consumers?*

**Member banks are to provide timely and accurate information on PIDM’s protection to their prospective and existing customers at every “teachable moment” to empower informed and sound decision-making**

*Member banks are to convey information to their prospective or existing customers*

Make clear representation about their membership in PIDM

**1**

Disclose whether or not deposit products are protected by PIDM

**2**

Provide accurate information on PIDM

**3**



**Upon commencement of banking business**

*To inform customers about the availability of PIDM’s protection*



**Contractual process for the sales of deposit product**

*To facilitate information gathering and informed decision-making by customers, and promote continuous awareness of existing depositors*



**Supported by the member banks’ internal processes**

*To ensure readiness of the member banks’ including their employees and agents, in complying with the disclosure requirements*

1 *What MI needs to inform consumers?*

**Active involvement of member banks at each stage of the deposit contractual process is required to facilitate informed decision-making by customers, and promote continuous awareness of existing depositors**



**Pre-contractual**

**Deposit product advertisements**

- Display PIDM membership representation and insurability statement



**At Point of Sale**

**Opening of a deposit account**

- Explain PIDM's protection to customers
- Applicable to deposit account opening at all distribution channels of member banks and their agents



**At / After Conclusion of Contract**

**Instruments**

**Purchase of non-deposit or non-DTM products through member bank**

- Inform insurability status of existing deposit account and money withdrawn from deposit account to purchase non-deposit or non-DTM products

1 *What MI needs to inform consumers?*

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**Instruments**

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- Inform insurability status of existing deposit account and money withdrawn from deposit account to purchase non-deposit or non-DTM products



1 What MI needs to inform consumers?

Member banks are to include membership representation and insurability statement in deposit product advertisements to facilitate information gathering by customers

Modes of deposit product advertisement



Print advertisement



Billboard advertisement



Television advertisement



Online advertisement\*

Example of advertisement in newspapers

**Newspaper**

**THE MALAYSIAN**

**ABC BANK** *Member of PIDM*

**ABC SMART SAVINGS ACCOUNT**  
*Protected by Perbadanan Insurans Deposit Malaysia up to RM250,000 for each depositor.*

**Start saving your money with this savings account**

Enjoy a competitive 1-month fixed deposit rate for savings up to RM50,000.

Interest rates are compounded daily and credited into the account monthly.

**REQUIREMENTS:**  
 \*Age Eligibility: 18 years old and above.  
 \*Valid for Malaysian citizens only.

1 Membership representation (statement form) placed close to the name of the DTM.

1 Membership representation

2 Insurability statement placed close to the part of the advertisement dealing with insured deposit.

2 Insurability statement

\* including website, mobile application, sponsored blog posts, social networking sites and emails

## Pre-contractual disclosure: Advertisement

Applicability	Disclosure Requirements		
<p><b>Advertisement that:</b></p> <ul style="list-style-type: none"> <li>Deals with <b>Deposits</b></li> <li>Involves <b>DTM</b> only; and <b>DTM + Non-DTM</b></li> </ul>	Type of Advertisement	Membership Representation	Insurability Statement
	<p><b>With specific deposits</b> <i>(With assigned product code by PIDM)</i></p>	<p>✓ Graphical; or Statement form <i>Close to the name of the member bank</i></p>	<p>✓ <i>On the page &amp; close to the deposit referred to for the 1<sup>st</sup> time</i></p>
	<p><b>With no reference to a specific deposit</b></p>	<p>✓ Graphical; or Statement form <i>Close to the name of the member bank</i></p>	<p>✓ Include; or refer readers to member bank's List of Insured Deposits</p>
	<p><b>With solely non-deposit products*</b></p>	<p>⚠ Discouraged</p>	<p>✗ Not required</p>
	<p><b>Required by other financial regulatory authorities in Malaysia</b></p>	<p>✗ Not required</p>	<p>✓ <i>Flexible placement</i></p>

\* If a member bank opts to display its membership representation in such advertisement, the member bank shall make it clear that the non-deposit product is not protected by PIDM to avoid misleading its customer

1 **What MI needs to inform consumers?**

**Active involvement of member banks at each stage of the deposit contractual process is required to facilitate informed decision-making by customers, and promote continuous awareness of existing depositors**



**Pre-contractual**

Deposit product advertisements

- Display PIDM membership representation and insurability statement



**At Point of Sale**

Opening of a deposit account

- Explain PIDM's protection to customers
- Applicable to deposit account opening at all distribution channels of member banks and their agents



**At / After Conclusion of Contract**

Instruments  
Purchase of non-deposit or non-DTM products through member bank

- Inform insurability status of existing deposit account and money withdrawn from deposit account to purchase non-deposit or non-DTM products

1 What MI needs to inform consumers?

At point of sale

# Member banks are to inform customers on PIDM's protection during deposit account opening

Distribution channels / Modes of deposit account opening



*In-branch banking*



*e-banking*



*Phone banking*

Immediately before deposit account opening, member banks are to:

- 1 Inform whether or not a deposit product is protected by PIDM (*insurability status*)
- 2 Provide a DIS Brochure (*printed copy or hyperlink*)
- 3 Request for acknowledgement in writing\*














\* Acknowledgement that:

- (a) customer has been notified of the insurability status of the deposit product; and
- (b) has received the DIS Brochure.



If the insured deposit is a trust account, the member bank shall inform its customer (who acts as a trustee) of his obligations under the MDIC (Disclosure Requirements for Trust Accounts and Joint Accounts) Regulations 2012, as amended by the MDIC (Disclosure Requirements for Trust Accounts and Joint Accounts) (Amendment) Regulations 2022.

## Disclosure at point of sale *(also applicable to member bank's agent)*

Applicability	Disclosure Requirements		
<b>Modes of deposit account opening</b>	<b>Inform Insurability Status</b>	<b>Provide DIS Brochure</b>	<b>Request for Acknowledgement*</b>
 <b>In-branch banking</b>	 	 <i>Printed copy</i>	 <i>In writing</i>
 <b>e-banking</b> <i>(including internet banking &amp; mobile banking through mobile application)</i>	 <i>Transaction page</i>	 <i>Hyperlink</i>	 <i>In writing</i>
 <b>Phone banking</b>	 <i>Verbal</i>	 <i>Hyperlink</i>	 <i>In writing</i>

\* Acknowledgement that:  
 (a) customer has been notified of the insurability status of the deposit product; and  
 (b) has received the DIS Brochure.

# Disclosure at point of sale

## - Example

ILLUSTRATION 13:

A WRITTEN ACKNOWLEDGEMENT BY A DEPOSITOR WHEN OPENING AN INSURED DEPOSIT (PRINTED COPY)

Refer to paragraph 9.8

**ABC BANK**

*SUPPLEMENTARY DOCUMENT: ACCOUNT OPENING ACKNOWLEDGEMENT*

**PRODUCT: ABC FIXED DEPOSIT\***

I, (name of customer) ..... (ID Number) ....., hereby confirm that the below information was disclosed to me:

- (a) I have been informed that the ABC fixed deposit is protected by PIDM up to RM250,000 for each depositor; and
- (b) I have received a copy of PIDM's DIS Brochure.

Signature: ..... Date: .....

*\*Protected by PIDM up to RM250,000 for each depositor.*

*DTM is encouraged to place the insurability statement in the document that is produced at the point of sale.*

*Request for acknowledgement from a prospective customer that he has been notified of the insurability status of the deposit, and that he has received PIDM's DIS Brochure.*

**Refer to the Guidelines on Provision of Information on Deposit Insurance for more illustrations**

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# Disclosure at point of sale - Example

ILLUSTRATION 14:  
AN ACKNOWLEDGEMENT BY A DEPOSITOR WHEN OPENING AN INSURED DEPOSIT  
(ELECTRONIC COPY – WEBSITE)  
Refer to paragraph 9.9

Home Accounts & Banking Investment Insurance Loans Apply Online Buy Online

Apply Online

Notes:  
Please enter your Account details

Apply Online - Step 1 of 3

Applicant's Details  
Name: Ali bin Abu

Account's Details  
Account Type: Personal Savings Account  
Product Type: ABC Smart Savings Protected by PIDM up to RM250,000 for each depositor

Email Address: ali.b.abu@yahoo.com

Fund your ABC Smart Savings first deposit from: ABC Basic Savings  
Amount: RM 1,000.00

I have read and understand the [Product Features](#)

I understand that this account is Protected by PIDM up to RM250,000 for each depositor.

I have received a copy of [PIDM's DIS Brochure](#)

DTM is encouraged to place the insurability statement in the document that is produced at the point of sale.

Hyperlink to PIDM's DIS Brochure. Upon clicking, redirect to a webpage within the DTM's website or a webpage within PIDM's website, where PIDM's DIS Brochure is displayed.

Insurability statement displayed on the transaction page for account opening.

Request for acknowledgement from a prospective customer that he has been notified of the insurability status of the deposit, and that he has received PIDM's DIS Brochure.

Refer to the Guidelines on Provision of Information on Deposit Insurance for more illustrations

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## Disclosure at point of sale - Example

ILLUSTRATION 15:  
DISCLOSURE REQUIREMENTS FOR OPENING OF AN INSURED DEPOSIT  
THROUGH MOBILE APPLICATION  
Refer to paragraph 9.9

The illustration shows two screenshots of a mobile application interface for opening a fixed deposit.

**Left Screenshot: PLACE A FIXED DEPOSIT**

- Account selection: ABC Fixed Deposit (Individual) and ABC Basic Savings Account (11425404695).
- FIXED DEPOSIT AMOUNT: RM 1,000.00
- FIXED DEPOSIT ACCOUNT NUMBER: Please select
- INTEREST PAYMENT FREQUENCY: On Maturity
- INTEREST PAYMENT MODE: Add To Principal
- INSTRUCTION ON MATURITY: Auto Renewal
- PROCEED button

**Right Screenshot: PLACEMENT DETAILS**

- FROM ACCOUNT: ABC BASIC SAVINGS ACCOUNT 11425404695
- FIXED DEPOSIT ACCOUNT NUMBER: 21471241821
- FIXED DEPOSIT AMOUNT: RM 1,000.00
- INTEREST PAYMENT FREQUENCY: On Maturity
- INTEREST PAYMENT MODE: Add To Principal
- INSTRUCTION ON MATURITY: Auto Renewal
- Checkboxes:
  - I understand that this account is Protected by PIDM up to RM250,000 for each depositor.
  - I have received a copy of PIDM's DIS Brochure.
- I AGREE CONFIRM button

**Callouts:**

- Insurability statement displayed on the transaction page for account opening.** (Points to the 'Auto Renewal' section in the right screenshot)
- Request for acknowledgement from a prospective customer that he has been notified of the insurability status of the deposit, and that he has received PIDM's DIS Brochure.** (Points to the checkboxes in the right screenshot)
- Hyperlink to PIDM's DIS Brochure. Upon clicking, redirect to a page within the mobile application, or a webpage within the DTM's website, or a webpage within PIDM's website, where PIDM's DIS Brochure is displayed.** (Points to the 'CONFIRM' button in the right screenshot)

Refer to the Guidelines on Provision of Information on Deposit Insurance for more illustrations

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1 *What MI needs to inform consumers?*

**Active involvement of member banks at each stage of the deposit contractual process is required to facilitate informed decision-making by customers, and promote continuous awareness of existing depositors**



**Pre-contractual**

Deposit product advertisements

- Display PIDM membership representation and insurability statement



**At Point of Sale**

Opening of a deposit account

- Explain PIDM's protection to customers
- Applicable to deposit account opening at all distribution channels of member banks and their agents



**At / After Conclusion of Contract**

**Instruments**  
**Purchase of non-deposit or non-DTM products through member bank**

- Inform insurability status of existing deposit account and money withdrawn from deposit account to purchase non-deposit or non-DTM products

1 What MI needs to inform consumers?

At / After conclusion of contract

Member banks are to include insurability statement in their instruments evidencing deposits and notify depositors on any change in insurability status of an insured deposit to promote continuous awareness of existing depositors

### Instruments evidencing deposits



Printed form



e-form

*Passbook, fixed deposit certificate  
& statement of account*



**Insurability Statement**

### Change in insurability status of an insured deposit

A member bank shall:

- 1 notify each depositor individually...
- 2 at least 21 calendar days prior to effective date of the change or such other period specified by PIDM...
- 3 using any mode of communication deemed most effective by the member bank.



#### Issued instruments

- For instrument issued before 1 August 2019 and where such issued instrument is presented by a depositor to a member bank for the first time, a member bank shall include the relevant insurability statement on the issued instrument.
- Employees of the member banks are encouraged to make reference to the List of Insured Deposits to ensure correct representation of the insurability status.

1 What MI needs to inform consumers?

At / After conclusion of contract

Where a depositor purchases a non-deposit or non-DTM deposit product from member bank using his existing insured deposits, member bank is to make relevant disclosure to the depositor to increase his awareness that PIDM's protection is limited to eligible deposits

Applicability

- A member bank is acting as a distribution or marketing agent for non-deposit or non-DTM deposit products +
- **FOR FIRST TIME PURCHASE** at all distribution channels: A depositor of the member bank withdraws from his existing insured deposits to purchase a new non-deposit or a non-DTM deposit product from the member bank

Member banks are to make the following **TARGETED DISCLOSURE** to **EACH** depositor:

For takaful or insurance product<sup>^</sup>

1

Inform the depositor to contact PIDM to obtain further information relating to TIPS

2

May provide a copy of the TIPS Brochure to the depositor

<sup>^</sup> Refer to disclosure requirements for TIPS, once it comes into force on 1 June 2024.

For other non-deposit or non-DTM deposit products\*

1

Inform that such product is not protected by PIDM

2

Inform that any money withdrawn from the insured deposits to purchase such product is no longer protected by PIDM

3

Request for acknowledgement in writing

\* Examples of other non-deposit products: unit trust schemes, investment account; non-DTM deposit products: savings account of Lembaga Tabung Haji & savings scheme of Skim Simpanan Pendidikan Nasional

1 What MI needs to inform consumers?

At / After conclusion of contract

Where a depositor purchases a non-deposit or non-DTM deposit product from member bank using his existing insured deposits, member bank is to make relevant disclosure to the depositor to increase his awareness that PIDM's protection is limited to eligible deposits (Cont'd)

Applicability

- A member bank is acting as a distribution or marketing agent for non-deposit or non-DTM deposit products +
- **FOR SUBSEQUENT PURCHASE** at all distribution channels: A depositor of the member bank withdraws from his existing insured deposits to purchase a new non-deposit or a non-DTM deposit product from the member bank

Member banks are to make the following **GENERAL NOTIFICATION\*** to depositors:

For takaful or insurance product^

1

Inform the depositor to contact PIDM to obtain further information relating to TIPS

^ Refer to disclosure requirements for TIPS, once it comes into force on 1 June 2024.

\* General notification can be made, for example, by displaying a general statement:

- (a) at the branch counter, information board or LCD panel;
- (b) on the internet transaction webpage; or
- (c) on any of the member bank's instruments or documents.

\*\* Examples of other non-deposit products: unit trust schemes, investment account; non-DTM deposit product: savings account of Lembaga Tabung Haji & savings scheme of Skim Simpanan Pendidikan Nasional, and includes transfer to a deposit account payable outside Malaysia and a deposit account held by a financial institution conducting Labuan banking business or Labuan Islamic banking business.

For other non-deposit or non-DTM deposit products\*\*

1

Inform that such product is not protected by PIDM

2

Inform that any money withdrawn from the insured deposits to purchase such product is no longer protected by PIDM

## Disclosure at and after the conclusion of contract - Example

**ILLUSTRATION 19:**  
**A WRITTEN ACKNOWLEDGEMENT BY A DEPOSITOR WHEN PURCHASING  
A NON-DTM PRODUCT FROM A DTM (PRINTED COPY)**  
Refer to paragraph 10.15

**ABC BANK**

**SUPPLEMENTARY DOCUMENT: ACKNOWLEDGEMENT**

I, (name of customer) ..... (ID Number)....., hereby confirm that the below information was disclosed to me:

(a) unit trust scheme / savings account of Lembaga Tabung Haji / savings scheme of Skim Simpanan Pendidikan Nasional\* is not protected by PIDM; and

(b) any money withdrawn from an insured deposit for the purpose of purchasing any units in a unit trust scheme / opening of a savings account at Lembaga Tabung Haji / opening of a savings scheme of Skim Simpanan Pendidikan Nasional\* is no longer protected by PIDM.

Signature: ..... Date: .....

*\*to strike off, where appropriate*

*Request for acknowledgement from a depositor that he has been notified of the insurability status of the product, and the money withdrawn from his insured deposit is no longer insured by PIDM.*

**Refer to the Guidelines on Provision of Information on Deposit Insurance for more illustrations**

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## Disclosure at and after the conclusion of contract - Example

### ILLUSTRATION 20: GENERAL NOTIFICATION TO DEPOSITORS FOR SUBSEQUENT PURCHASE OF OR TRANSFER INTO A NON-DTM PRODUCT OR A NON-DEPOSIT PRODUCT FROM A DTM (LOGIN PAGE OF INTERNET BANKING)

Refer to paragraph 10.20

The screenshot shows the ABC Bank internet banking login page. The header is yellow with 'ABC Bank' on the left and 'Announcements' on the right. Below the header, there are several green horizontal bars. A white box with a black border contains a login form with a yellow 'LOGIN' button. To the right of the login form, there is a sidebar with a yellow header 'Announcements' and a white body containing an 'Important Notice' in red text. A white callout box with a black border points to the login form and contains the text: 'General notification to the depositors of a DTM on the login page of internet banking.'

ABC Bank

Announcements

Important Notice

Money withdrawn from your insured deposit(s) is no longer protected by PIDM if transferred to a:

- (a) deposit account payable outside Malaysia;
- (b) deposit account held by a financial institution conducting Labuan banking business or Labuan Islamic banking business;
- (c) deposit account held by a non-DTM; or
- (d) non-deposit account (e.g. unit trust, securities trading account).

Authorise your mobile app transactions with easy, secure one-tap approval.

Extra sec mobile banking tra

LOGIN

General notification to the depositors of a DTM on the login page of internet banking.

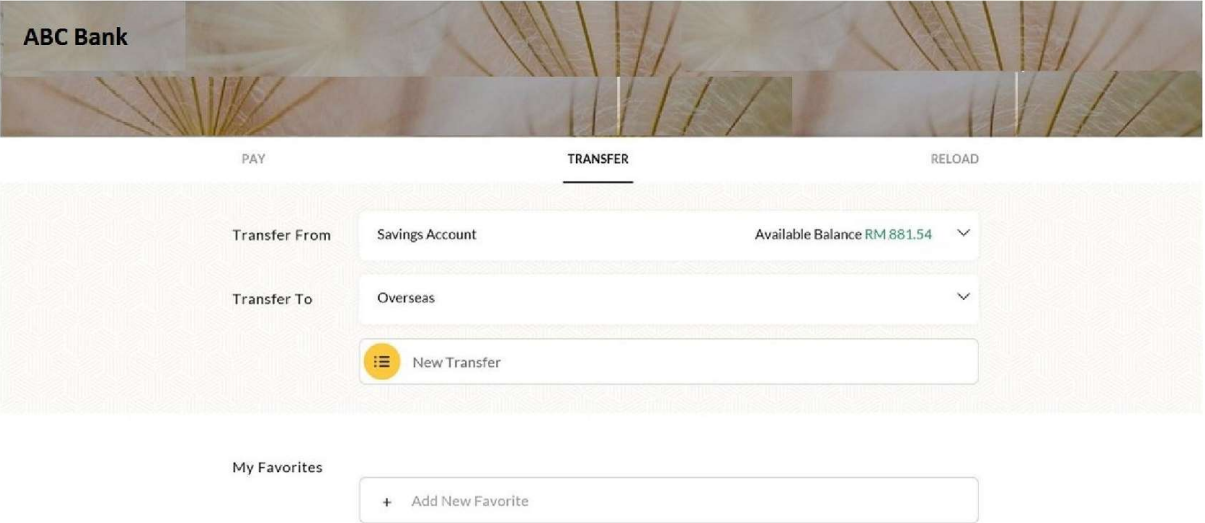
Refer to the Guidelines on Provision of Information on Deposit Insurance for more illustrations

## Disclosure at and after the conclusion of contract - Example

ILLUSTRATION 21:

GENERAL NOTIFICATION TO DEPOSITORS FOR SUBSEQUENT PURCHASE OF OR TRANSFER INTO A NON-DTM PRODUCT OR A NON-DEPOSIT PRODUCT FROM A DTM  
(TRANSACTION PAGE OF INTERNET BANKING)

Refer to paragraph 10.20



The screenshot shows the 'TRANSFER' page of ABC Bank's internet banking interface. At the top, there are three tabs: 'PAY', 'TRANSFER' (which is selected), and 'RELOAD'. Below the tabs, there are two dropdown menus: 'Transfer From' set to 'Savings Account' with an available balance of RM 881.54, and 'Transfer To' set to 'Overseas'. Below these is a 'New Transfer' button. At the bottom, there is a 'My Favorites' section with an 'Add New Favorite' button. A red warning message is displayed at the bottom of the page: '\*Money withdrawn from your insured deposit(s) is no longer protected by PIDM if transferred to overseas branches / banks'.

OR  
General notification to the depositors of a DTM on the transaction page of internet banking.

Refer to the Guidelines on Provision of Information on Deposit Insurance for more illustrations

1 What MI needs to inform consumers?

Contractual process: At point of sale & At / After conclusion of contract

# Checklist for front line officers of member banks

		Inform of PIDM's protection	Provide PIDM Brochure	Request for acknowledgment	Reference	
Opening of deposit or purchase of other products from member bank	Deposit product	✓	✓	✓	Slide 54, 60	
	Takaful or insurance product*	First time purchase	✓	✓ <i>Optional</i>	✗	Slide 61
		Subsequent purchase	✓	✗	✗	Slide 62
	Other non-deposit / non-DTM deposit products*	First time purchase	✓	✗	✓	Slide 61
		Subsequent purchase	✓	✗	✗	Slide 62

\* Purchase through member banks using money withdrawn from existing insured deposits.

 Required
  Not Required



**2** *What MI needs to do?*

**Member banks are to provide timely and accurate information on PIDM’s protection to their prospective and existing customers at every “teachable moment” to empower informed and sound decision-making**

*Member banks are to convey information to their prospective or existing customers*



**Upon commencement of banking business**

*To inform customers about the availability of PIDM’s protection*



**Contractual process for the sales of deposit product**

*To facilitate information gathering and informed decision-making by customers, and promote continuous awareness of existing depositors*





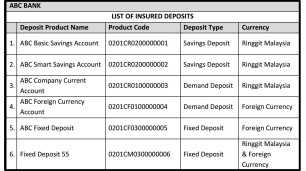




















**Supported by the member banks’ internal processes**

*To ensure readiness of the member banks, including their employees and agents, in complying with the disclosure requirements*

2 What MI needs to do?

Upon commencement of banking business

Member banks are to inform customers about the availability of PIDM's protection through display of deposit insurance information materials

	Membership on PIDM		Information on PIDM's protection	
	Membership Representation		DIS Brochure <sup>1</sup>	List of Insured Deposits
	 <p><b>For premises only</b>      <b>Other than premises</b></p>			
 <p><b>Premises</b> (main entrance of branch)</p>	 Graphical form - Printed copy	 Printed copy *Provide to customers at no charge	 Notice on availability of the List - Printed or e-copy * Display of List is optional	
 <p><b>Self-service terminal</b> (e.g. automated teller machine)</p>	 Graphical form - e-copy or Statement form - Printed copy <sup>2</sup>	 "Call for action statement" <sup>3</sup> - Printed or e-copy <sup>4</sup>	 Not required	
 <p><b>Website</b></p>	 Graphical form - e-copy	 Hyperlink to the e-copy of the DIS Brochure	 Hyperlink to the e-copy of the List	
 <p><b>Mobile application</b><sup>5, 6</sup></p>	 Graphical form - e-copy or Statement form	 Hyperlink to the e-copy of the DIS Brochure	 Hyperlink to the e-copy of the List	
 <p><b>Social networking site</b> (e.g. Facebook, LinkedIn, Instagram)</p>	 Graphical form - e-copy or Statement form	 Not required	 Not required	

1 Encouraged to display TIPS Brochure if a member bank is a bancassurance or bancatakaful partner of PIDM's insurer members.

2 Where there is no display screen or the size of the screen is too small.

3 A statement informing the public that copies of the DIS brochures can be obtained at its premises, its websites and PIDM's website.

4 Follow display of membership representation.

5 Encouraged for mobile application, if there is physical head office, headquarter or branch where deposit-taking activity is conducted.

6 Mandatory for mobile application, if there is no physical head office, headquarter or branch where deposit-taking activity is conducted.

## Deposit insurance information materials: Materials provided by PIDM

Request for materials from PIDM's website [www.pidm.gov.my](http://www.pidm.gov.my)



### Membership Representation

#### Graphical form



**Printed copy:  
For premises only**  
**No modifications  
and reproduction  
allowed**



**Electronic or e-copy:  
Other than premises**  
**Can resize but  
proportions and colours  
maintained**

#### Statement form

1. "Member of Perbadanan Insurans Deposit Malaysia";
2. "Member of PIDM" or "A PIDM member";
3. "(name of the DTM) is a member of Perbadanan Insurans Deposit Malaysia"; or
4. "(name of the DTM) is a member of PIDM".

**No modifications  
allowed**

*Refer to next slide for statements in  
Bahasa Malaysia, Chinese and  
Tamil*

### DIS & TIPS Brochures



#### Printed copy

Available in bilingual version  
i.e. English & Bahasa Malaysia version;  
and Chinese & Tamil version

#### e-copy

Available in all four (4) languages

**Discouraged from printing e-copy, however allowed  
as a temporary measure & must be printed in colour**

## Membership representation in statement form in various languages

English
<ol style="list-style-type: none"> <li>1. "Member of Perbadanan Insurans Deposit Malaysia";</li> <li>2. "Member of PIDM" or "A PIDM member";</li> <li>3. "(name of the DTM) is a member of Perbadanan Insurans Deposit Malaysia"; or</li> <li>4. "(name of the DTM) is a member of PIDM".</li> </ol>
Bahasa Malaysia
<ol style="list-style-type: none"> <li>1. "Ahli Perbadanan Insurans Deposit Malaysia";</li> <li>2. "Ahli PIDM";</li> <li>3. "(nama DTM) adalah ahli Perbadanan Insurans Deposit Malaysia"; atau</li> <li>4. "(nama DTM) adalah ahli PIDM".</li> </ol>
Chinese
<ol style="list-style-type: none"> <li>1. "马来西亚存款保险机构的成员" ;</li> <li>2. "PIDM 的成员" ;</li> <li>3. "(成员银行名称) 是马来西亚存款保险机构的成员" ; 或</li> <li>4. "(成员银行名称) 是 PIDM 的成员" .</li> </ol>
Tamil
<ol style="list-style-type: none"> <li>1. "மலேசிய வைப்புத்தொகை காப்புறுதிக் கழகத்தின் உறுப்பினர்" ;</li> <li>2. "PIDM-மின் உறுப்பினர்" ;</li> <li>3. "(வங்கியின் பெயர்) மலேசிய வைப்புத்தொகை காப்புறுதிக் கழகத்தின் உறுப்பினர்" ; அல்லது</li> <li>4. "(வங்கியின் பெயர்) PIDM-மின் உறுப்பினர்".</li> </ol>

## Deposit insurance information materials: Materials to be prepared by member banks

### List of insured deposits

#### Member bank to prepare list containing:

- each type of insured deposits offered by the member bank; and
- the product code assigned by PIDM to each insured deposit.

#### Insured deposits certified by PIDM in accordance with the Guidelines on Submission of Deposit Product Information

#### Sample:

ABC BANK			
LIST OF INSURED DEPOSITS			
Deposit Product Name	Product Code	Deposit Type	Currency
1. ABC Basic Savings Account	0201CR0200000001	Savings Deposit	Ringgit Malaysia
2. ABC Smart Savings Account	0201CR0200000002	Savings Deposit	Ringgit Malaysia
3. ABC Company Current Account	0201CR0100000003	Demand Deposit	Ringgit Malaysia
4. ABC Foreign Currency Account	0201CF0100000004	Demand Deposit	Foreign Currency
5. ABC Fixed Deposit	0201CF0300000005	Fixed Deposit	Foreign Currency
6. Fixed Deposit 55	0201CM0300000006	Fixed Deposit	Ringgit Malaysia & Foreign Currency

### Insurability Statements

#### For insured deposit

1. "Protected by PIDM up to RM250,000 for each depositor"; or
2. "Protected by Perbadanan Insurans Deposit Malaysia up to RM250,000 for each depositor".

#### For uninsured deposit

1. "Not protected by PIDM"; or
2. "Not protected by Perbadanan Insurans Deposit Malaysia".

#### No modifications allowed

Refer to next slides for statements in Bahasa Malaysia, Chinese and Tamil

## Insurability statements in various languages

### A. For insured deposit

English
<ol style="list-style-type: none"> <li>1. “Protected by PIDM up to RM250,000 for each depositor”; or</li> <li>2. “Protected by Perbadanan Insurans Deposit Malaysia up to RM250,000 for each depositor”.</li> </ol>
Bahasa Malaysia
<ol style="list-style-type: none"> <li>1. “Dilindungi oleh PIDM setakat RM250,000 bagi setiap pendeposit”; atau</li> <li>2. “Dilindungi oleh Perbadanan Insurans Deposit Malaysia setakat RM250,000 bagi setiap pendeposit”.</li> </ol>
Chinese
<ol style="list-style-type: none"> <li>1. “每名存款人获 PIDM 保障高达 RM250,000” ; 或</li> <li>2. “每名存款人获马来西亚存款保险机构保障高达 RM250,000” .</li> </ol>
Tamil
<ol style="list-style-type: none"> <li>1. “ஓர் வைப்புத்தொகையாளருக்கு RM250,000 வரை PIDM பாதுகாப்பளிக்கிறது” ; அல்லது</li> <li>2. “ஓர் வைப்புத்தொகையாளருக்கு RM250,000 வரை மலேசிய வைப்புத்தொகை காப்புறுதிக் கழகம் பாதுகாப்பளிக்கிறது”.</li> </ol>

## Insurability statements in various languages

### B. For uninsured deposit

English
<ol style="list-style-type: none"> <li>1. "Not protected by PIDM"; or</li> <li>2. "Not protected by Perbadanan Insurans Deposit Malaysia".</li> </ol>
Bahasa Malaysia
<ol style="list-style-type: none"> <li>1. "Tidak dilindungi oleh PIDM"; atau</li> <li>2. "Tidak dilindungi oleh Perbadanan Insurans Deposit Malaysia".</li> </ol>
Chinese
<ol style="list-style-type: none"> <li>1. "不获 PIDM 保障" ; 或</li> <li>2. "不获马来西亚存款保险机构保障" .</li> </ol>
Tamil
<ol style="list-style-type: none"> <li>1. "PIDM-ஆல் பாதுகாக்கப்படாதவை" ; அல்லது</li> <li>2. "மலேசிய வைப்புத்தொகை காப்புறுதிக் கழகத்தால் பாதுகாக்கப்படாதவை".</li> </ol>

**2** *What MI needs to do?*

**Member banks are to provide timely and accurate information on PIDM’s protection to their prospective and existing customers at every “teachable moment” to empower informed and sound decision-making**

*Member banks are to convey information to their prospective or existing customers*



**Upon commencement of banking business**

*To inform customers about the availability of PIDM’s protection*



**Contractual process for the sales of deposit product**

*To facilitate information gathering and informed decision-making by customers, and promote continuous awareness of existing depositors*



**Supported by the member banks’ internal processes**

*To ensure readiness of the member banks’ including their employees and agents, in complying with the disclosure requirements*



## Member banks are to educate and train their employees and agents to prevent misrepresentation or provision of misleading information

### TRAINING

#### Attend by

Employees who deal directly with customers or prospective customers

Agents of the member banks

#### Frequency

At least once, within six (6) months from the date of appointment or employment, or such other period specified by PIDM

Upon any subsequent revision of the DIS Information Regulations

#### Approach

Conducted in a manner that is deemed most suitable and effective

Conduct refresher session on a periodic basis to reinforce understanding

The internal audit function of the member banks are to conduct annual review of its compliance of the disclosure requirements

## ANNUAL REVIEW

### Perform by

Internal audit function\*  
of the member banks

### Frequency

Annually, and cover a  
12-month period  
(1 January to 31 December)

### Submission to PIDM

Signed report & detailed  
action plans (if any)\*\* by 30  
April each year

Scanned copy via PIDM's  
Portal

*\*Or an external auditor*

*\*\*Sample template of report is available on PIDM's website [www.pidm.gov.my](http://www.pidm.gov.my), under Deposit Insurance Information Materials*



For a newly licensed member bank, the first review shall be conducted before the commencement of its operations. Further, for its first and second review, PIDM will specify the manner of the review and submission timeline.

## Member banks shall ensure its appointed agent complies with the relevant requirements in the DIS Information Regulations

### Compliance by member bank's agents\*



#### Compliance

- Comply with the relevant requirements;
- Make adequate and accurate disclosure that the person is an agent of a member bank; and
- Make accurate disclosure on the insurability status of the deposit.



#### Prohibition

- Represent itself, directly or indirectly, as a member of PIDM;
- Display or use any form of membership representation; and
- Display or use any statement or material relating to PIDM's protection (except material supplied by the member bank).

\* "Agent" means a person who is appointed by a member bank to undertake deposit-taking activity on its behalf and includes post office, petrol station, co-operative, telecommunication agent and retail outlet such as book shop, stationery shop, convenience store and grocery shop.

## To learn more:

**About Perbadanan Insurans Deposit  
Malaysia**



**Section I**

**Deposit Insurance System**



**Section II**

**Takaful and Insurance Benefits  
Protection System**



**Section III**