Perbadanan Insurans Deposit Malaysia

Protecting Your Insurance And Deposits In Malaysia

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

TABLE OF CONTENTS

1.0 INTRODUCTION 1

2.0 CONTACT DETAILS 1

3.0 GENERAL FAQ 2

What is IPS? 2
What are the IPS modules and functionalities in each module in the IPS? 2
Where can I find the User Guides for IPS? 3
What is PIDM e-BOX and when do you use it? 3
Who owns IPS? 4
What are the user roles available in the IPS and their responsibilities? 4
Where can I find the Appointment Form? 4
What are the modules permissible for each user role? 5

4.0 SYSTEM ACCESSIBILITY AND PASSWORD-RELATED FAQ 5

What is the uniform resource locator (URL) and internet protocol (IP) address for the IPS? 5
What are the requirements and restrictions? 6
Can I access the IPS while working from home? 7
Why can't I access the IPS? 8
Who can have such access? 8
Why am I getting this error when accessing the IPS: 8
"This site can't be reached. industryportal.pidm.gov.my took too long to respond." 8
Once I have logged in for the first time, am I required to change the password? 9
What do I do if my account is locked after keying in THE WRONG PASSWORDS multiple times? 10
What do I do if I forgot my password? 10
How do I change my password? 11
Would the IPS prompt me to change my password before the password expiration date? 11
Would the IPS automatically deactivate any inactive/ dormant user? 12
Is my password or audit trail stored in the IPS? 12
What happens if I do not log out properly? 12
Is my user ID and password for the IPS different from my password for PIDM e-Box? 12
Why is my menu different from my colleagues? 12

5.0 LIAISON OFFICER (LO) MAINTENANCE MODULE FAQ 13

What should an MI do when there is a change in user? 13
Can Liaison Officers ("LO") be nominated under a group/ alias email ID be shared among many users? 15
How many users can you create per MI? 16

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? 16
What should I do when there are changes to the user account (e.g. mialo, miplo or miofficer resigned or no longer handling the IPS)? 16
Does the alternate MIALO and MIPLO require approval of the CEO? 17
Can a MIALO retrieve the user listing and access rights from the IPS? 17
Can a MIALO check the user last login timestamp from the IPS? 17
Can a MIALO delete a user from the IPS? 17
Can a MIALO add the same user to multiple entities under the same group? 18
What should I do if my company domain has changed and caused a change in my email address which is the IPS User Id? 19

6.0 MI PROFILE MAINTENANCE MODULE FAQ 21

What can I do under the MI Profile Maintenance module? 21
Who can update the corporate information? 21
How often do I need to update the corporate information? 21
What is the purpose of updating the corporate information? 21
What if I am also elected subsequently by another MI under the same group 21

7.0 SUBMISSION MANAGEMENT MODULE FAQ 22

What is the URL and IP address for the PIDM e-Box? 22
What is my user ID and password to access PIDM e-Box? 22
Who can upload and make submissions? 22
What type of encryption does PIDM use for data transfer to PIDM e-Box? 22
How do i know there is a pending submission from me? 22
Can i still update my submission file(s) after I have uploaded it to PIDM e-Box? 23

8.0 DEPOSIT PRODUCT REGISTRATION MODULE FAQ 23

Who can make a submission of information on deposit products via the Electronic Deposit Product Registration ("eDPR") form for PIDM's certification of their insurability status? 23
Would an MI be required to submit files in hard copy for other type of submissions related to product registration? 23

9.0 MI SERVICE REQUEST MODULE FAQ 24

Who can request PIDM brochures, membership representation and briefing sessions? 24
Can a user still request through email? 24
Is there a limit on the number of PIDM brochures that can be requested? 24
Is there a limit on the number of the printed copy of PIDM membership representation that can be requested? 24
Can users request extra quantities of the printed copy membership presentation for stock keeping? 24

1.0 INTRODUCTION

1.1 Perbadanan Insurans Deposit Malaysia's ("PIDM") Industry Portal 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 Industry Portal System ("IPS").

[Update] Notice for Change in Terminology:

Existing terms reflected in this document	Updated terms reflected in the IPS
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

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

Email Contact	PIDM Toll Free Contact
industryportalinfo@pidm.gov.my	**1800-88-1266** Monday to Friday 8:30 am – 5:30 pm

3.0 GENERAL FAQ

No.	FAQs	PIDM response
1	**WHAT IS IPS?**	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	**WHAT ARE THE IPS MODULES AND FUNCTIONALITIES IN EACH MODULE IN THE IPS?**	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: **Dashboard** • The purpose of the dashboard is to view announcements, reminders, notifications and pending tasks. **LO Management** • 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. **ALO/PLO Appointment** • The Administrative LO (ALO) / Primary LO (PLO) Appointment module allows the user to search, view, create, edit and deactivate MI LO accounts. **Submission Management** • The Submission Management module allows the user to search, view and perform annual regulatory submissions.

No.	FAQs	PIDM response
		Deposit Product Registration • 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. **Services Request** • The Services Request module allows the user to search, view, create and submit MI services requests (e.g. briefings, brochures, electronic membership representative publications, printed membership representative publications). **MI Profile Maintenance** • 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 Director, External Auditor, organisation chart, shareholding structure.
3	**WHERE CAN I FIND THE USER GUIDES FOR IPS?**	The User Guides are available at PIDM's website: https://www.pidm.gov.my/en/for-member-institutions/forms/industry-portal/ or in IPS under **User Guide menu**.
4	**WHAT IS PIDM E-BOX AND WHEN DO YOU USE IT?**	PIDM e-Box is a secured channel that is integrated to the IPS and uses a two-tier authentication for the transmission of large and confidential data from the MIs to PIDM.

No.	FAQs	PIDM response
		PIDM e-Box is used for annual regulatory submission under the Submission Management module.
5	**WHO OWNS IPS?**	Unless otherwise stated, all materials contained in the IPS and the PIDM eBox, including designs, text and images as well as any software programmes or content available on the IPS and the PIDM e-Box are protected by copyright, trademark or other proprietary rights owned by PIDM.
6	**WHAT ARE THE USER ROLES AVAILABLE IN THE IPS AND THEIR RESPONSIBILITIES?**	There are three (3) roles available in the IPS: 1. MI Administrative LO (MIALO) 2. MI Primary LO (MIPLO) 3. MI Officer (MIOfficer) *The abovementioned roles are defined in the **User Guide for Industry Portal**. Details of roles and responsibilities are set out in the **MI Liaison Officer(s) Appointment Process** document.*
7	**WHERE CAN I FIND THE APPOINTMENT FORM?**	The hardcopy appointment form is no longer applicable. MI LO is to submit LO appointment via ALO/PLO Appointment module in IPS. Steps: 1. Login to IPS as a MIALO/ MIPLO user. 2. Click on the "ALO/PLO Appointment" menu on the left navigation panel. 3. Click on the "MIALO Appointment"/ "MIPLO Appointment" submenu. The LO appointment form will be populated on screen.

<table>
<tr><th>No.</th><th>FAQs</th><th>PIDM response</th></tr>
<tr><td>8</td><td>WHAT ARE THE MODULES PERMISSIBLE FOR EACH USER ROLE?</td><td>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.

<table>
<tr><th>Modules\ Roles</th><th>MIALO</th><th>MIPLO</th><th>MIOfficer</th></tr>
<tr><td>Dashboard</td><td>Yes</td><td>Yes</td><td>Yes</td></tr>
<tr><td>Resource Centre</td><td>No</td><td>Yes</td><td>Yes</td></tr>
<tr><td>LO Management</td><td>Yes</td><td>No</td><td>No</td></tr>
<tr><td>ALO/PLO Appointment</td><td>Yes</td><td>Yes</td><td>No</td></tr>
<tr><td>Submission</td><td>No</td><td>Yes</td><td>Yes</td></tr>
<tr><td>Deposit Product Registration</td><td>No</td><td>Yes</td><td>Yes</td></tr>
<tr><td>Services Request</td><td>No</td><td>Yes</td><td>Yes</td></tr>
<tr><td>MI Profile Maintenance</td><td>No</td><td>Yes</td><td>Yes</td></tr>
</table>
</td></tr>
</table>

4.0 SYSTEM ACCESSIBILITY AND PASSWORD-RELATED FAQ

No.	FAQs	PIDM response
1	**WHAT IS THE UNIFORM RESOURCE LOCATOR (URL) AND INTERNET PROTOCOL (IP) ADDRESS FOR THE IPS?**	**URL:** https://industryportal.pidm.gov.my **IP Address:** 202.184.93.204 **URL**: https://ebox.pidm.gov.my **IP Address**: 202.188.103.71

No.	FAQs	PIDM response
		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. 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.
2	**WHAT ARE THE REQUIREMENTS AND RESTRICTIONS?**	The minimum requirements of the operating system and the internet browser to access and use the IPS are as follows: 1. **Operating system**: Windows 10 (version 1803) 2. **Internet browser**: Edge, Google Chrome The minimum requirements to access and use the IPS for hardware are as follows: 1. **CPU processor**: Intel i5 and above 2. **RAM Size**: 8GB and above

No.	FAQs	PIDM response
		3. **Ethernet network interface card**: Must be connected to the internet 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. 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. 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 industryportalinfo@pidm.gov.my 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.
3	**CAN I ACCESS THE IPS WHILE WORKING FROM HOME?**	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. Accessibility to the IPS via private home network (without being connected to the corporate network through VPN or equivalent tools) is not allowed.

No.	FAQs	PIDM response
4	**WHY CAN'T I ACCESS THE IPS?** **WHO CAN HAVE SUCH ACCESS?**	There are several reasons why you cannot access the IPS: (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. (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 allowed access to the IPS' URL and IP address on Port 443 and are still unable to have access to the IPS. (c) Only authorised users can log in to the IPS by using their user credentials obtained via the welcome email sent to the users by PIDM's IPS administrator.
5	**WHY AM I GETTING THIS ERROR WHEN ACCESSING THE IPS:** **"THIS SITE CAN'T BE REACHED. INDUSTRYPORTAL.PIDM.GOV.MY TOOK TOO LONG TO RESPOND."**	(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. (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 allowed access to the IPS' URL and IP

<table>
<tr><th>No.</th><th>FAQs</th><th>PIDM response</th></tr>
<tr><td></td><td></td><td>address on Port 443 and are still unable to have access to the IPS.</td></tr>
<tr><td>6</td><td>ONCE I HAVE LOGGED IN FOR THE FIRST TIME, AM I REQUIRED TO CHANGE THE PASSWORD?</td><td>Yes, users are required to change the temporary password in accordance with the instructions and password complexity set out below.

Password Instruction and Complexity
<table>
<tr><td>Enforced Password History</td><td>24 passwords cycle</td></tr>
<tr><td>Maximum Password Age</td><td>42 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>• Does not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
• Contain characters from three of the following four categories:
✓ English uppercase characters</td></tr>
</table></td></tr>
</table>

No.	FAQs	PIDM response
		(A through Z) ✓ *English lowercase characters (a through z)* ✓ *Base 10 digits (0 through 9)* ✓ *Non-alphabetic characters (for example, !, $, #, %)*
		Account Lockout Threshold — *Three invalid login attempts*
7	**WHAT DO I DO IF MY ACCOUNT IS LOCKED AFTER KEYING IN THE WRONG PASSWORDS MULTIPLE TIMES?**	Upon entering the wrong passwords three (3) consecutive times, the IPS will prompt a message to inform the user that the account has been locked. The user should contact the MIALO to unlock the account. If the account of the MIALO is locked, the MIALO should contact PIDM at industryportalinfo@pidm.gov.my to unlock the MIALO's account.
8	**WHAT DO I DO IF I FORGOT MY PASSWORD?**	Click on the "Forgot Password" button in the login page, then: 1. The IPS will redirect the user to the "Forgot Password" page.

No.	FAQs	PIDM response
		2. The user is to enter the user's identity (ID) and click on the "Forgot Password" button. 3. The IPS will send a temporary password to the user's registered email address. 4. The user should login to the IPS by using the temporary password provided. 5. The IPS will prompt the user to change the password on the next login. 6. The IPS will validate the new password created against the password complexity rules and redirect the user 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.
9	**HOW DO I CHANGE MY PASSWORD?**	To change a user password, click the top right corner of the IPS' dashboard and select the "Change Password" option.
10	**WOULD THE IPS PROMPT ME TO CHANGE MY PASSWORD BEFORE THE PASSWORD EXPIRATION DATE?**	The IPS will prompt the user to change the password upon the next login once the password has expired.

No.	FAQs	PIDM response
		No reminder will be sent before any password expiration.
11	**WOULD THE IPS AUTOMATICALLY DEACTIVATE ANY INACTIVE/ DORMANT USER?**	No, the IPS will not deactivate any inactive user automatically. However, there is a threshold limit on maximum number of MIALO, MIPLO and MIOfficer per MI. MI should do timely housekeeping on user access. Refer to How many users can you create per MI? for details on the threshold for each role.
12	**IS MY PASSWORD OR AUDIT TRAIL STORED IN THE IPS?**	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.
13	**WHAT HAPPENS IF I DO NOT LOG OUT PROPERLY?**	When a user closes a browser window without logging out from the IPS, the user's session will expire automatically. Any session that is idle for more than 20 minutes will be timeout by the IPS automatically. The user is required to re-login after this.
14	**IS MY USER ID AND PASSWORD FOR THE IPS DIFFERENT FROM MY PASSWORD FOR PIDM E-BOX?**	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 PIDM e-Box.
15	**WHY IS MY MENU DIFFERENT FROM MY COLLEAGUES?**	The menu options on the left panel of the IPS are personalised based on the

No.	FAQs	PIDM response
		specific access rights granted to the user. For example, the menu options for MIALO is different from MIPLO or MIOfficer due to the access rights granted to them.

5.0 LIAISON OFFICER (LO) MAINTENANCE MODULE FAQ

No.	FAQs	PIDM response
1	**WHAT SHOULD AN MI DO WHEN THERE IS A CHANGE IN USER?**	**Appointment of new or changes to MIALO(s):** 1. Appointment of new or a change (replacement or cessation) in the MIALO(s) 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 module in IPS. 2. The appointed MIALO(s) 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. 3. Any changes to the personal details of the current MIALO(s) are to be updated directly into the IPS. Approval from PIDM or notification to PIDM is not required. 4. Requester (MIALO/MIPLO) to create, confirm and download the online LO Appointment Request Form through the IPS. Requester to print out the downloaded Appointment Form to be signed by MI's CEO and stamped with MI official stamp.

No.	FAQs	PIDM response
		Thereafter, the signed copy to be uploaded in IPS before submitting the LO Appointment Request. 5. The request shall be reviewed by PIDM. Incomplete information on the LO Appointment Request will be returned/rejected to the MI for rectification. 6. Upon acceptance by PIDM, the appointed MIALO(s) will receive an email notification which contains the login information and the requestor will be notified on the request status. **Appointment of new or changes to MIPLO(s):** 1. Appointment of new or a change (replacement or cessation) in the MIPLO(s) requires approval from the MI's CEO or a designated person in the absence of the CEO, using the ALO/PLO Appointment module in IPS. 2. The appointed MIPLO(s) 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 . 3. Any changes to the personal details of the current MIPLO(s) including any change to the user permission (access rights) are to be updated directly into the IPS. Approval from PIDM or notification to PIDM is not required.

No.	FAQs	PIDM response
		4. Requestor (MIALO or MIPLO) to create, confirm and download the online LO Appointment Form through the IPS. Requester to print out the downloaded Appointment form to be signed by MI's CEO and stamped with MI official stamp. Thereafter, the signed copy to be uploaded in IPS before submitting the LO Appointment request. 5. The request shall be reviewed by PIDM. Incomplete information on the LO Appointment request will be returned/rejected to the MI for rectification. 6. Upon acceptance by PIDM, the appointed MIPLO(s) will receive an email notification which contains the login information and the requestor will be notified on the request status. **Changes to MIOfficer(s):** 1. For appointment of a new or a change in the MIOfficer(s), approval from PIDM or notification to PIDM is not required. 2. The changes shall be performed by the MIALO(s). 3. The appointed MIOfficer(s) may represent other MIs under the same financial group.
2	**CAN LIAISON OFFICERS ("LO") BE NOMINATED UNDER A GROUP/ ALIAS**	Only individual email addresses will be accepted during registration and not group or generic email address. However, users can

No.	FAQs	PIDM response
	EMAIL ID BE SHARED AMONG MANY USERS?	maintain a "Module Notification List" under their "MI Profile Maintenance" module to include list of email(s) to be included in the email "cc list" for any correspondence sent out by the IPS. Also, MIPLO will be included in the email "cc list" for all IPS correspondences.
3	**HOW MANY USERS CAN YOU CREATE PER MI?**	Up to fifteen (15) users: • Two (2) MIALOs; • Two (2) MIPLOs; and • Eleven (11) MIOfficers are allowed per MI. 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". Among all MIPLO and MIOfficers, only five (5) persons are able to perform regulatory submissions through the PIDM e-Box.
4	**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?**	The limit is imposed due to the licensing requirements on PIDM's end for the systems for more than 90 MIs. PIDM has increased the limit to five (5) persons per MI in view of the additional submission through the PIDM e-Box.
5	**WHAT SHOULD I DO WHEN THERE ARE CHANGES TO THE USER**	MIALO may update existing users' profile information and access right in IPS.

No.	FAQs	PIDM response
	ACCOUNT (E.G. MIALO, MIPLO OR MIOFFICER RESIGNED OR NO LONGER HANDLING THE IPS)?	However, for new / replacement / cessation of MIALO and MIPLO, MIALO/MIPLO should raise LO Appointment request in IPS. Refer to What should an MI do when there is a change in user or user access right?
6	**DOES THE ALTERNATE MIALO AND MIPLO REQUIRE APPROVAL OF THE CEO?**	Yes, the appointment of alternate MIALO and MIPLO is same as MIALO and MIPLO appointment. Refer to What should an MI do when there is a change in user or user access right?
7	**CAN A MIALO RETRIEVE THE USER LISTING AND ACCESS RIGHTS FROM THE IPS?**	Yes, MIALO can download it from the IPS by: ✓ Login to the IPS ✓ Go to "User Maintenance" ✓ Go to "MI Users" ✓ Click on "Search" button Then, click on the "Download" icon to export the user list to Microsoft Excel format.
8	**CAN A MIALO CHECK THE USER LAST LOGIN TIMESTAMP FROM THE IPS?**	Yes, MIALO is able to search and view the user last login timestamp by: ✓ Login to the IPS ✓ Go to "User Maintenance" ✓ Go to "MI Users" ✓ Click on the "Search" button. Each user's last login timestamp is shown in the search result.
9	**CAN A MIALO DELETE A USER FROM THE IPS?**	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. MIALO/MIPLO can raise LO Appointment Request in IPS to cease / deactivate an existing

No.	FAQs	PIDM response
		MIALO/ MIPLO user ID. The relevant user ID will be deactivated upon PIDM's acceptance of the LO Appointment Request. MIALO also can define an ID effective date range for the IPS to revoke the user access once the ID effective period is over.
10	**CAN A MIALO ADD THE SAME USER TO MULTIPLE ENTITIES UNDER THE SAME GROUP?**	Yes, MIALO can add the same user to multiple entities under the same group provided the following criteria are matched: 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 "**User Guide - MI Profile Maintenance**" on how to update the "Official Email Domain(s)". 2. The **User Guide – MI Profile Maintenance** is available in the Industry Portal and PIDM's website. 3. If you encounter a system error stated "XXXXX already exists." and unable to add the user, email the error (printscreen) to industryportalinfo@pidm.gov.my to request to add the relevant entities to the same MI group. 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.

No.	FAQs	PIDM response
11	**CAN A MIALO UNLOCK OWN ACCOUNT OR ANOTHER MIALO ACCOUNT?**	No, MIALO is unable to unlock self or other MIALO accounts. Please email industryportalinfo@pidm.gov.my for assistance if the MIALO account is locked.
12	**CAN A MIALO UNLOCK MIPLO AND MIOFFICER ACCOUNT?**	Yes, MIALO is able to unlock MIPLO and MIOfficer account.
13	**WHAT SHOULD I DO IF MY COMPANY DOMAIN HAS CHANGED AND CAUSED A CHANGE IN MY EMAIL ADDRESS WHICH IS THE IPS USER ID?**	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. 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. 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. 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 "," e.g "olddomain.com,**newdomain.com**", then save the changes. 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

No.	FAQs	PIDM response
		select the option to copy access rights from the existing MIALO to be replaced. *Refer to Section 6.2 Replacement of MIALO & MIPLO in "User Guide - System Access and MI User Maintenance" document published on PIDM website for detailed steps.* 4. Similar to MIALO replacement, raise "Replacement of MIPLO Appointment" to replace the existing MIPLO using the new domain email address. You can select the option to copy access rights from the existing MIPLO to be replaced. 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 Section 6.8 Deactivate MI Officer and Section 6.5 Create New MI Officer in "User Guide - System Access and MI User Maintenance" document published on PIDM website for detailed steps.* 6. Once all the MI LO (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.

6.0 MI PROFILE MAINTENANCE MODULE FAQ

No.	FAQs	PIDM response
1	**WHAT CAN I DO UNDER THE MI PROFILE MAINTENANCE MODULE?**	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.
2	**WHO CAN UPDATE THE CORPORATE INFORMATION?**	Users with 'contribute' rights (e.g. the MIPLO or the MIOfficer) to the MI Profile Maintenance module can perform the updates. Designated users who are updating the corporate information must ensure that the information is up-to-date and accurate.
3	**HOW OFTEN DO I NEED TO UPDATE THE CORPORATE INFORMATION?**	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	**WHAT IS THE PURPOSE OF UPDATING THE CORPORATE INFORMATION?**	The corporate information provided in the MI Profile Maintenance module is important to us as some of these information may not be made available at the MI's website. 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).
5	**WHAT IF I AM ALSO ELECTED SUBSEQUENTLY BY ANOTHER MI UNDER THE SAME GROUP?**	The MIPLO or the MIOfficer can send an email to industryportalinfo@pidm.gov.my to request to add an MI to a group. The same LO can represent multiple MI(s) under the same group.

7.0 SUBMISSION MANAGEMENT MODULE FAQ

No.	FAQs	PIDM response
1	**WHAT IS THE URL AND IP ADDRESS FOR THE PIDM E-BOX?**	URL: https://ebox.pidm.gov.my IP address: 202.188.103.71
2	**WHAT IS MY USER ID AND PASSWORD TO ACCESS PIDM E-BOX?**	A user can use the same user ID and password for the IPS to access PIDM e-Box.
3	**WHO CAN UPLOAD AND MAKE SUBMISSIONS?**	Users who have 'contribute' rights to the Submission Management module can perform submissions.
4	**WHAT TYPE OF ENCRYPTION DOES PIDM USE FOR DATA TRANSFER TO PIDM E-BOX?**	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. 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.
5	**HOW DO I KNOW THERE IS A PENDING SUBMISSION FROM ME?**	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. Also, the assigned MIPLO / MIOfficers will see the submission pending task on their IPS dashboard after logging in to the system.

No.	FAQs	PIDM response
6	**CAN I STILL UPDATE MY SUBMISSION FILE(S) AFTER I HAVE UPLOADED IT TO PIDM E-BOX?**	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 somehow submitted the wrong file(s), please contact the respective PIDM officer in charge or email to industryportalinfo@pidm.gov.my for assistance.

8.0 DEPOSIT PRODUCT REGISTRATION MODULE FAQ

No.	FAQs	PIDM response
1	**WHO CAN MAKE A SUBMISSION OF INFORMATION ON DEPOSIT PRODUCTS VIA THE ELECTRONIC DEPOSIT PRODUCT REGISTRATION ("EDPR") FORM FOR PIDM'S CERTIFICATION OF THEIR INSURABILITY STATUS?**	Users who have the access and 'contribute' rights to the Deposit Product Registration module (e.g. the MIPLO or the MIOfficer) can perform an eDPR submission.
2	**CAN A USER STILL PROVIDE SUBMISSION THROUGH EMAIL USING THE 'OFFLINE' EDPR FORM?**	With effect from 1 March 2020, all MIs, conventional and Islamic, are required to submit their deposit product information for PIDM's certification on their insurability status by using the eDPR form accessible through the IPS. This will supersede the previous practice of the MIs downloading and extracting the offline eDPR form prior to submission to PIDM by email.
3	**WOULD AN MI BE REQUIRED TO SUBMIT FILES IN HARD COPY FOR OTHER TYPE OF**	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

No.	FAQs	PIDM response
	SUBMISSIONS RELATED TO PRODUCT REGISTRATION?	accordance with the requirements of the Guidelines on Submission of Deposit Product Information are required to be submitted to PIDM in accordance with the mode and date as stipulated by PIDM.

9.0 MI SERVICE REQUEST MODULE FAQ

No.	FAQs	PIDM response
1	**WHO CAN REQUEST PIDM BROCHURES, MEMBERSHIP REPRESENTATION AND BRIEFING SESSIONS?**	Users with access to the MI Service Request module can perform the request submission.
2	**CAN A USER STILL REQUEST THROUGH EMAIL?**	With effect from 11 August 2020, all MIs are required to submit their request for PIDM brochures, membership representation and briefing sessions through the IPS. This will supersede the previous practice of MIs submitting their requests to PIDM by email.
3	**IS THERE A LIMIT ON THE NUMBER OF PIDM BROCHURES THAT CAN BE REQUESTED?**	There is no limit. However, the approved quantity is subject to stock availability.
4	**IS THERE A LIMIT ON THE NUMBER OF THE PRINTED COPY OF PIDM MEMBERSHIP REPRESENTATION THAT CAN BE REQUESTED?**	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	**CAN USERS REQUEST EXTRA QUANTITIES OF THE PRINTED COPY MEMBERSHIP**	No. PIDM printed copy membership representation is a controlled item. We will not provide extras for stock keeping.

No.	FAQs	PIDM response
	PRESENTATION FOR STOCK KEEPING?	*Note: No modifications can be made to the printed copy provided by PIDM and no reproduction is allowed.*