



THE COUNCIL REPORT

2022

YEAR 2022

REBUILDING AND GEARING THE MSB INDUSTRY TOWARDS SUSTAINABILITY



Looking back, we realise that 2022 was a year of healing and resuscitation for the money services business (MSB) industry. Sometime early April 2022, Malaysia welcomed back international tourists after the government announced the full reopening of its borders for the first time after nearly 2 years of the Covid-19 pandemic. The country's transition to the endemic phase lifted the darkest cloud for our currency exchange providers and the ray of hope was finally visible.

However, the announcement by the Malaysian government that people were allowed to dine in, enter buildings and travel regardless of vaccination status sometime in May 2022, was the beginning of the real pick up in the Malaysian economy especially the MSB industry. Money changers felt this day would never come as business spiked by June and by quarter 4 of 2022, we witnessed a significant increase in the money changing business. This was probably attributed to Malaysians taking every opportunity to travel. This high momentum is still prevailing as we reach end of quarter 1 of 2023.

The annual turnover statistics provided by the Bank speaks for itself, the money changing business showed an exponential rise from MYR7.3bil in 2021 to MYR37.6bil in 2022, computing approximately 415% increase. As for the remittance business, as predicted we saw steady growth and witnessed an increase of 21% from 2021 to 2022 [MYR37.4bil: MYR45.4bil]. As for our wholesale business, it was positive news for our A&D and C&D operators as this sector increased by 158% [MYR6.5bil: MYR16.8bil].

Whilst the money changers were in the “re-set and rebuild “ stage and gearing themselves for sustainability the remitters arrived at a competitive platform to provide innovative products and services that could provide faster, cost effective and seamless remittance transaction experience for its customers.

As the tone for 2022 was set, the Association's 4th Term Council being vigilant about the pulse of the industry which consisted of 222 money changing licensees out of 267 licensed members, MAMSB gave its members time and space to put their businesses back in order and gear themselves for sustainability; MSB was back in business.

PRESIDENT'S MESSAGE



It was not long ago when I wrote the President's Message for the 2021 Council Report and quite honestly it is a privilege and an honour to be able to do so again in 2022 as the Association's President.

I believe it was providence that led me to win the 2022 elections as a Class A&D licensee and be provided with an extended opportunity to serve our members under the Group B cycle. So let me take this opportunity to thank all of you once again for the vote of confidence and faith in my leadership and service to our beloved association.

In 2021 I believe the 4th term leadership was successful in revitalising MAMSB and re-branding it as a dynamic and inclusive organisation through various events and activities. However, with opening of the borders sometime in March 2022 to international travellers, I could see our members priority was to rebuild their businesses and recoup 2 years of losses for sustainability.

By April 2022 our Money Services Business (MSB) industry transitioned to a new era of "slow healing", especially the currency exchange business sector whilst the remittance service business which was experiencing steady growth, evidenced many Class A and B licensees deep diving into the technology and innovation space to meet the competitive demands of MSB customers. The priority for all licensees overall was to get back to business and as an operator myself, I felt the pressure and advised our CEO, Madam Chitra to expect minimal involvement from the members and concentrate on core activities.

Today I can safely say that we have survived the worst of the pandemic and a majority of the currency exchange businesses have not only recuperated but are almost back to normal. Having said that our experience was a profound one and I believe it was an awakening - that our industry cannot remain in its comfort zone and adoption of technology is almost inescapable for survival.

On that note, the upgrading of several Class C licensees to Class A is indeed an achievement for the industry and we look forward to more players joining the digital space.

As for the trajectory of the association, I am confident that our members will benefit from the new MAMSB Strategic Blueprint [2022-2026] where many action plans will be rolled out to steer our industry towards a more professional, modernised and compliant financial sector. As the Blueprint is a "live document" to ensure the demands and needs of the industry are met, it will be subject to changes from time to time. We hope that the committees will be successful in implementing its action plans effectively.

2022 also saw MAMSB setting a significant footprint internationally when our CEO presented a paper entitled “Overview Of Remittance Landscape In Malaysia” recently at the IAMTN Conference in London. MAMSB showcased itself for the first time as a professional and dynamic association that can hold its own space in the international arena and welcomed competitive business opportunities.

We understood that collaborations and partnerships are the key factors not only to expand our network for better branding and visibility but for knowledge sharing, joint educational initiatives and regional industry support. Hence the signing of the Memorandum of Understanding with the Remittance Association of Singapore (RAS) in 2022 was a milestone for MAMSB, a first time initiative that we aspire to replicate with our counterparts in the ASEAN region.

Our continued efforts to connect with the Malaysian Association of Tour and Travel Agents (MATTA) finally succeeded when we were allowed to connect with 48 agent companies in a virtual presentation on the importance of using formal channels for money changing and remittances amongst the tourist and internally. Similar initiatives will be carried out in Q 2 and Q4 of 2023 as planned.

I must mention that 2022 also saw significant connectivity with the High Commissions of Nepal, Bangladesh, India and Indonesia with regards to digital awareness programmes and educating the migrant sector on the importance of using legal MSB channels in Malaysia. These initiatives under our Taskforce Combat has created a sound platform for MAMSB to fulfil its objectives and vision for a professional and safe MSB ecosystem.

Whilst the external engagements continued throughout the year, MAMSB also took the opportunity to connect and relate with its members our “Chai-Time” sessions to hear members views, needs and dissatisfactions.

Esteemed Members, as we all know, MAMSB has been operating over a decade now and, our coffers need replenishing. The current dwindling numbers in our membership, from 600 plus to now only 271 has resulted in our annual fees collection sitting at its lowest count ever. Further, the renovation costs and move to the new AICB building costs us approximately RM300,000 with higher rentals and operational expenses. It is evident that it is almost impossible to sustain operations on subscriptions and sticker fees alone.

Our current financial situation requires immediate action for sustainability and the 5th Term Council decided to raise funds through a patronage and sponsorship drive by hosting a Gala Dinner with AGM on 29 April 2023. I have presented this drive personally to the Northern, Central, East Coast and Southern Region in our Regional Industry Engagements recently in December 2022. As all of you know this is an onerous task but with the support of some of our members we managed to receive significant amount of pledges that totalled to approximately 300, 000. However this will not be sufficient for us to manage the association for another term.

Hence I urge that as MAMSB was established for the benefit of its Members and serves as an important channel for us to align with the trajectory of the Central Bank, we must rise to the occasion and do our part respectively by contributing generously towards MAMSB’s sustainability. I sincerely hope that we can all work together in solidarity make this association flourish.

Best wishes.



Dato' Sri Jajakhan bin Kader Gani
President
Malaysian Association of Money Services Business

THE COUNCIL



The Association, pursuant to Clause 8.1 of the Constitution provides that the administration of the Association shall be entrusted to the Council which shall comprise of not less than 13 esteemed members from the industry representing the Office Bearers, Class Representatives and Regional Representatives. In 2022 the 5th Term Council was elected and took over the mandate from the 4th on 30th April 2022.

Pursuant to Clause 24 of the Association's Constitution, the office of President and Vice President shall be rotated between Group A (money changing licensees) and B (remittance service providers) after every 2 years, and 2022 was an election year to appoint a president from Group B and a Vice from Group A.

The 4th Term President, Dato Sri Jajakhan Bin Kader Gani who was a Class C licensee obtained his Class A licence in 2021 and hence became qualified to compete in the 2022 elections under Group B. Upon obtaining the highest number of votes from the members, he continued to lead the Association as President for another term (5th Term- 2023-2024) and was supported by his vice, Mr. Thameejudeen Bin Mohd Ibrahim.

The 5th Term however was not able to have complete representation at the Council as there were no nominations for East Coast Region, East Malaysia Region and Class D Council Representative (the elected Class D member had resigned and left the MSB industry). Hence an EGM was held on 3 September 2022 to fill those vacant positions. All except the East Malaysia region position was not filled as there were no nominees.

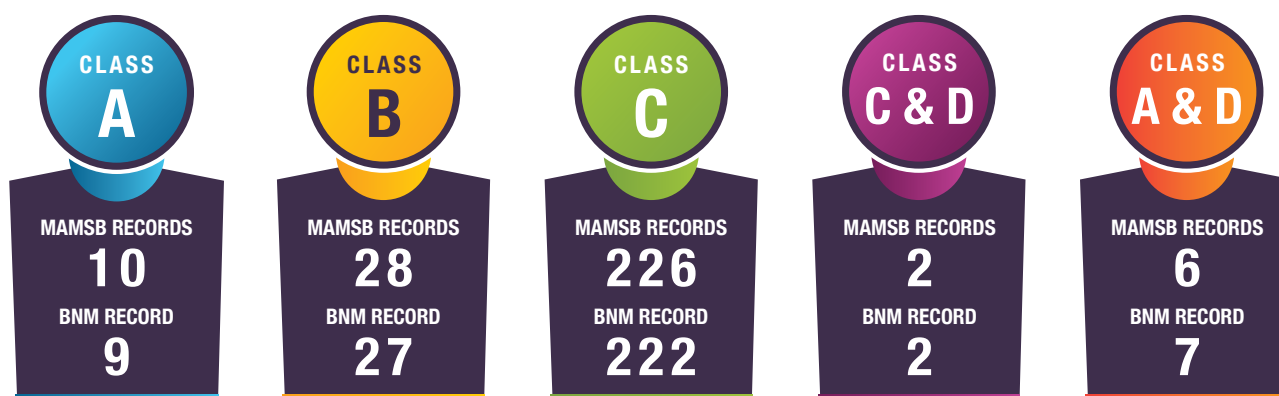
Since April 2022, the 5th Term Council convened 8 Council Meetings to deliberate on important matters that set the trajectory of the Association to ensure its smooth operations through a dedicated Secretariat.

THE COUNCIL'S DIARY

NO	SEQUENCE	COUNCIL MEETING DATE	ATTENDANCE	NOTES
1	59th	6 January 2022	11/12	Ms Su Lin was Asst Sec
2	60th	10 March 2022	11/12	Ms Su Lin was Asst Sec
3	61st	19 May 2022	No quorum	
	61st	30 May 2022	10/12	Ms Su Lin was Asst Sec
4	62nd	13 July 2022	10/12	Ms Su Lin was Asst Sec
5	63rd	8 September 2022	11/12	Mr Amarul and Mr Rakesh was welcomed as Council Members
6	64th	17 November 2022	10/12	Absent: Mr. Rakesh Arvind Mr. Espen Kristensen
7	65th	12 January 2022	11/12	Absent: Mr. Rakesh Arvind Mdm. Analisa Yin Abdullah
8	66th	7 March 2022	11/13	

OUR MEMBERSHIP

Membership as of 1 March 2023



TOTAL

MAMSB RECORDS
272

BNM RECORD
267

Class C: 4 Class C has been removed from the List
Class B: 1 application is not yet update in BNM List
Class A&D: MAMSB has not been updated on latest A&D applicant.

Members by Class and Region as per MAMSB Records

Region	A	B	C	C & D	A & D	Total
Central	7	28	112	2	5	154
East Coast	0	0	3	0	0	3
North	1	0	47	0	1	48
South	1	0	40	0	1	42
East Malaysia	1	0	24	0	0	25
Total	10	28	243	2	6	272

NOTE:

Northern Region

Kedah, Perlis, Pulau Pinang & Perak

Central Region

Kuala Lumpur, Putrajaya, Selangor, Negeri Sembilan and Pahang

East Coast

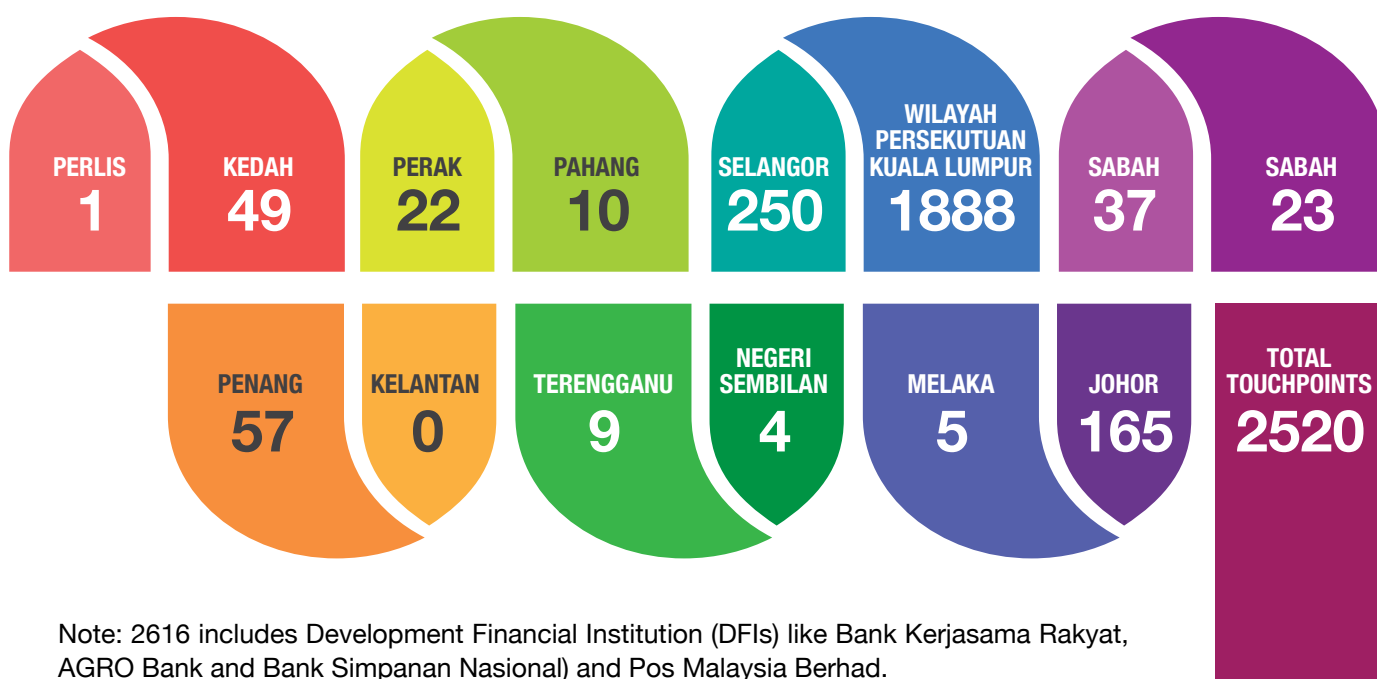
Kelantan & Terengganu

Southern Region

Melaka & Johore

East Malaysia Region

Sabah, Labuan & Sarawak



Note: 2616 includes Development Financial Institution (DFIs) like Bank Kerjasama Rakyat, AGRO Bank and Bank Simpanan Nasional) and Pos Malaysia Berhad.

Company	Number of Outlets
Bank Pertanian Berhad (Agrobank)	171
Bank Kerjasama Rakyat Malaysia Berhad	226
Bank Simpanan Nasional W1	403
Pos Malaysia Berhad	662



TOTAL NUMBER OF MEMBERS

575

[Licensed under the Money Services Business Act 2011]

TOTAL NUMBER OF PRINCIPLES

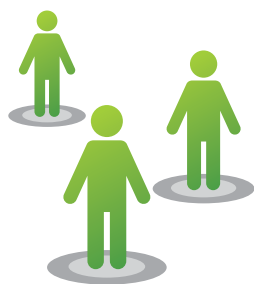
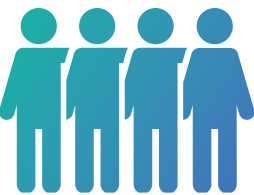
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[Licensee under the Money Services Business Act 2011 approved by BNM to appoint agents]

TOTAL NUMBER OF ASSOCIATE MEMBERS

319

[Approved Money Services Business agents under principal licensees under the Money Services Business Act 2011]



TOTAL TOUCHPOINTS IN MALAYSIA

2520

[Peninsular Malaysia, Sabah and Sarawak]



MAMSB TOTAL MEMBERSHIP

591

[Licensed under the Money Services Business Act 2011]

KEY THRUSTS

In 2021, the 4th Term Council identified 6 key Thrusts as guiding factors for the Association to steer the MSB industry for the next 5 years towards modernisation and professionalism. These Key Thrusts have been applied in tandem with the 3 strategic objectives of the SB-2 until today to ensure the Association's strategic objectives are achieved. The Association continues to imbibe these guiding principles for continuity and benefit of its members.



MAMSB STRATEGIC BLUEPRINT -2 [2022-2026]

Introduction

In mid-January 2021, the Association successfully mobilised the MAMSB Strategic Blueprint Taskforce to develop a new blueprint (SB-2) that will be a key guide for the MSB industry to move forward for the next 5 years. It took the Taskforce approximately 7 months to develop and finalise SBP-2 which consists of action plans to precipitate the growth of the industry in a holistic manner giving importance to 5 Key Enablers:

Key Considerations for Development Of SB-2

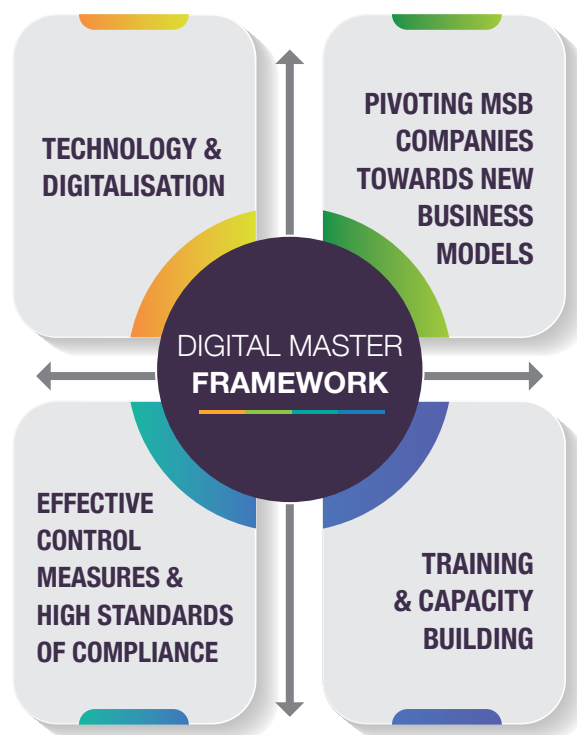


The SBP-2 was published in the MAMSB website for members to view and comprehend the trajectory of the Association. The Taskforce identified 55 action plans from the 6 Strategic Outcomes.

The Post-Covid19 MSB Landscape

The SBP Taskforce recognised that MSB industry saw a new but rugged landscape being unfolded and realised that this new landscape demanded more of them than before. The 5th Council believed that the Association had to actively facilitate its members to weather any kind of future disruption be it climate change, a pandemic, business trends or even digitalisation for sustainability. Hence the MAMSB Strategic Blueprint 2 was developed based on the 2021/22 MSB landscape.

The MAMSB Strategic Blueprint -2 is a living document hence the Association may add or delete action plans for relevance, effectiveness and benefit to its members. As proposed by the Strategic Blueprint Taskforce the 4 primary areas that were prioritised from the 6 Key Thrusts are as below:



Technology & Digitalisation

- To be used to develop new business models to ensure sustainability, profitability and customer satisfaction.
 - To enable adoption of digitalisation, the industry must be equipped, upskilled, and strengthened with structured capacity building initiatives – MAMSB Digital Master Frameworks:
- The MSB Digital Master Framework will identify:
 - (i) Technology gaps experienced by players in implementing digitalisation in their business operations.
 - (ii) Regulatory Requirements & Guidelines by the Bank.

- (iii) Promoting programmes on innovation and new MSB products and services.
- (iv) Identifying new business models and upgrading of operations.
- (v) Collating data via surveys.
- (vi) Connecting with technology partners like MDEC and MCMC to ensure members get full benefit on tech issues.
- (vii) Introducing vendors with digital products and expertise.

Pivoting MSB Companies Towards New Business Models

- Consolidating via mergers & acquisition:
 - (i) To assist the members to connect with potential partners who want to merge for acquisition – regionally.
 - (ii) To have regional awareness sessions amongst potential candidates to connect.
 - (iii) To use MAMSB website and Digital Newsletter to disseminate knowledge information on MSB sustainability plans.
 - (iv) Developing sustainable business plans.
 - (v) Adopting new business models like upgrading of Licensees to Class A.
 - (vi) Mobilising Multi-Principal Agency for Hybrid Agents.
 - (vii) To facilitate Industry with professional advise on; legal, financial and corporate matters via focus group meetings, workshops and 1 to 1 meetings.
 - (viii) Advisory on regulatory requirements for MSB Business Models e.g. stage & pay models, auxiliary businesses and etc.

Ensuring Effective Control Measures and High Compliance Standards and Culture

- Continue to elevate the standards on governance, risk management and compliance through robust GOCO training programmes, Education Committee, discussions and industry engagements.
- Updating industry on revised versions of BNM regulations e.g. (i) Agent Oversight Framework for MSB (AOF) (ii) Governance, Risk Management, and Operations for MSB (GRMO).
- In-House programmes on compliance and corporate governance.

To Equip and Strengthen Industry with More Capacity Building Initiatives

- To mobilise brainstorming sessions to identify subjects that need upskilling and reskilling for the industry apart from digitalisation which collectively will be incorporated under the MSB Digital Master Frameworks. It will include:
 - (i) MSB related training on strategic planning e.g. Design Sprint, product innovation programmes, developing business plans etc.
 - (ii) Updating members on MSB laws, regulations & Guidelines.
 - (iii) Sessions on Corporate Governance.
 - (iv) Compliance.
 - (v) Risk Management.
 - (vi) Understanding Finance.
 - (vii) Developing Business Strategic Plans.
 - (viii) Digital Requirements by Bank.
 - (ix) Continued Education under the SO 1 to 6.
 - (x) Accreditation Programmes.

TRAINING & CONTINUED EDUCATION PROGRAMMES



Group Of Compliance Officers (GOCO) Programme

Introduction

The Association's continued focus since its inception has been to provide relevant, high quality and consistent training to its members and associates to meet the regulatory and industry standards for a modern and efficient MSB industry.

The primary focus of our training programme is the Anti- Money Laundering and Counter Financing of Terrorism (AML/CFT) Certification Programme for Compliance Officers (COs) most popularly known as the GOCO Training Programme. This certification programme is conducted on a modular basis and comprises of 4 modules:

Module 1: Understanding the AML/CFT Framework

Module 2: Customer Due Diligence Process











Module 3: Managing Suspicious Transactions

Module 4: Understanding and Application of Risk Based Approach

In 2022 priority and importance was given to strengthening MAMSB's Group of Compliance Officers (GOCO) Committee with competent and capable compliance officers and further to ensure consistent and frequent trainings be held for the MSB industry.

The Association thanks the GOCO Committee Chairman and its members for their time and commitment in sharing their expertise for the benefit of the industry. The Association thanks the companies who have allowed their compliance officers to be part of GOCO committee.

Group Of Compliance Officers (GOCO) Committee

 CHAIRMAN Ms. Leow Su Lin Foo In Sdn Bhd	 VICE CHAIRMAN Mr. Manjeev Singh Money Match Sdn Bhd	 SECRETARY Ms. Chun Yun Xuan Wang & Co. Money Changer Sdn Bhd	 TREASURER Ms. Zhao Meixiang BigPay Malaysia Sdn Bhd
 MEMBERS Mr. Mohamad Azizul Bin Abdul Rahman Mobile Money International Sdn Bhd	 MEMBERS Mr. Gunasekaran S. Raghavan Akbar Money Changer Sdn Bhd	 MEMBERS Ms. Stephanie Sheila Phan Mei Loong Everrise Money Changer Sdn Bhd	
 MEMBERS Mr. Mohd Noorhamidi Bin Hishamuddin TNG Digital Remittance Sdn Bhd	 MEMBERS Ms. Ainul Huda Jamil World Currency Sdn Bhd	 MEMBERS Mr. Muhamad Esamuddin bin Mohd Saiful Jags Money Sdn Bhd	

GOCO Training Programmes

HRDF GOCO Training Courses Claimable

GOCO training became HRDF claimable in 2022. The 1st claimable course was conducted by HRDF TTT Trainer, Mr Manjeev Singh on 8 February 2022. Mr Manjeev was the only COGO trainer who was HRDF TTT Certified. The Secretariat is working to ensure more of its trainers are HRDF Certified so that members can claim from their company's fund accordingly.

MAMSB GOCO AML/CFT Compliance Certification Programme

MODULE 1: UNDERSTANDING AML/CFT FRAMEWORK

Date	Region	Number of Participants	Mode of Training
8-Feb-22	All Regions	35	Virtual
21-Apr-22	All Regions	37	Virtual
21-Jun-22	All Regions	39	Virtual

MODULE 2: CUSTOMER DUE DILIGENCE PROCESS

Date	Region	Number of Participants	Mode of Training
22-Feb-22	All Regions	36	Virtual
26-Apr-22	All Regions	24	Virtual
28-Jun-22	All Regions	34	Virtual
23-Aug-22	All Regions	16	Virtual

MODULE 3: MANAGING SUSPICIOUS TRANSACTIONS

Date	Region	Number of Participants	Mode of Training
18-May-22	Central	28	Face to face
30-May-22	Southern	11	Face to face
19-Jul-22	East Msia	7	Face to face
9-Aug-22	Central	15	Face to face
20-Sep-22	Central	16	Face to face

MODULE 4 APPLICATION AND UNDERSTANDING RISK BASED APPROACH

Date	Region	Number of Participants	Mode of Training
16-Mar-22	East Msia	6	Face to face
19-May-22	Central	25	Face to face
31-May-22	Southern	11	Face to face
20-Jul-22	East Msia	9	Face to face
10-Aug-22	Central	27	Face to face
21-Sep-22	Central	14	Face to face

TELLER MODULE

Date	Region	Number of Participants	Mode of Training
5-Apr-22	All Regions	18	Virtual
16-Aug-22	All Regions	22	Virtual



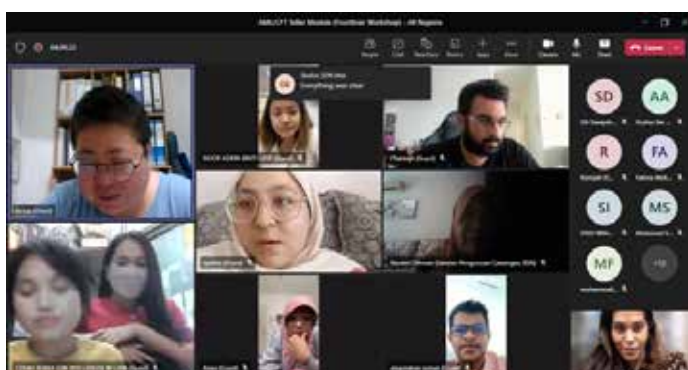
31 May 2022 Southern Region



16 March 2022 East Malaysia Region



16 March 2022 East Malaysia Region



31 May 2022 Southern Region



Module 4 - 21 September 2022 [Central Region]

POLICY DOCUMENT

Governance, Risk Management, and Operations for Money Services Business (MSB) - Know Your Act

On 14 July 2022, Teaching Series 1 was conducted by GOCO Chairman, Ms Leow Su Lin. This was held on a virtual platform. The workshop was attended by 160 participants and garnered RM16,000 in revenue. The topics include

- Overview of the new MSB Policy
- Relationship with Existing Policies
- Governance arrangement on BOD and CEO
- Control function & fit and proper
- Operational Requirements
- Requirements on Using a System Offered by a Service Provider

On 28 July 2022, Teaching Series 2 was conducted by Dr Olivia Tan, Director of Technology Transfer Office, Faculty of Management (Law Unit), Multimedia University, Cyberjaya. This was held on a virtual platform. The workshop was attended by 152 participants and garnered RM15,200 in revenue. The topics include:

- Risk Management and Internal Controls
- Internal Policies and Procedures

- Proper Segregation of Duties and Function to Ensure Check and Balance
- Safety and Security Measures in Conducting Money Services Business Operations

On 04 August 2022, Teaching Series 3 was conducted by Dr Ooi Shih Yin, Deputy Director Technology Transfer Office / Senior Lecturer, The Faculty of Information, Science and Technology (FIST), Multimedia University Melaka. This was held on a virtual platform. The workshop was attended by

142 participants and garnered RM14,200 in revenue. The topics include:

- IT Requirements
- Technology Risk Management
- Technology Operations Management & Audit
- Internal Awareness and Training

The total revenue garnered from Jan to August is RM244,250 which is 89.06% target achieved. The projected target to achieve is RM274,250

Programmes At a Glance

GOCO'S PLANS FOR Q4 2022

Programmes	Total participants	No. of MSB companies represented	No. of Class C companies represented
1. (Virtual) 31 MAR 2021: AML/CFT MASTERCLASS	177	101	84
2. (Virtual) 6 OCT 2021: Combating Terrorism Financing in Malaysia: In-depth Session with the Royal Malaysia Police (RMP)	245	150	127
3. (Virtual) 29 SEP 2021: Embracing Consolidation as a Key Enabler Towards Survivability Webinar	65	53	41
4. Policy Document Teaching Series	454	88	68
5. Teller module	40	5/4/2022 – 11 16/8/2022 - 11	5/4/2022 - 8 16/8/2022 - 9

GOCO Plans for Q3/Q4 2022 was to mobilise the following programmes that will be taken forward to 2023

1. Compliance Officers Conference- proposing a national level symposium targeted for Q3/Q4 of 2023. The proposal has been discussed with BNM and we hope for a strong collaboration so as to bring BNM's presence along with other compliance stakeholder. Secretariat will facilitate with logistics and operational matters.
2. Comprehensive GOCO webpage Plan - GOCO planned to provide an interactive, functional and useful platform for compliance officers in the industry to benefit from and this webpage can be used as a resource hub.
3. Master Classes - GOCO planned to have 2 Master Classes by end of 2023. However this plan could not be materialised and tentatively the plan is to take it forward to 2023 and planning is underway
4. Policy Document Study – Due to popular demand, GOCO will mobilise 2 policy document series to

keep MSB Compliance Officer's updated on BNM policies, guidelines and reporting in this 2 part series proposed for Q2/Q4 2023.

5. GOCO Micro Training – GOCO is in the process of identifying topics in compliance that need updating or re-skilling. The proposal is to mobilise 2 sessions.



The MSB Directors' Education Program (MDEP)

The MSB Directors' Education Program (MDEP) is a 1 1/2-day programme mandated (by Bank Negara Malaysia) for Directors and CEOs of MSB licensees with an annual turnover of RM30 million and above.

The objectives for attending the MDEP are:

- Promote greater clarity on the roles and responsibilities of MSB directors and CEOs in discharging their functions.
- Foster more effective boardroom governance and processes in providing continuous oversight and strategic direction to the MSB licensee.
- Assist the board of directors to embed a strong risk management and compliance culture for the MSB licensee.
- Enhance the board of directors' effectiveness in deliberations on MSB licensees' affairs and decision making.
- Equip directors and CEOs with the ability to recognize and evaluate wide-ranging issues and their impact on risk and corporate strategy.

In 2022, the Association organised 2 sessions of which 38 Directors and CEOs of MSB Class A, B and D licensees attended. MAMSB organised 3 sessions for Class C licensees of which a total of 47 Directors and CEOs were present

No.	Date	Class	Total Participants	Venue
1	24 & 25 January 2022	C	17	ASB, KL
2	25 & 26 February 2022	A, B, D	23	Virtual
3	31 March & 1 April 2022	C	19	Southern Region
4	23 & 24 November 2022*	C	11	ASB, KL
5	6 & 7 December 2022	A, B, D	15	ASB, KL
			85	

Participated Companies:

1. Ace Money Exchange Sdn Bhd
2. Agrani Remittance House Sdn Bhd
3. Akar Warisan Sdn Bhd
4. Ameer Sultan Sdn Bhd
5. Bigpay Malaysia Sdn Bhd
6. Billion Exchange Sdn Bhd
7. Bismi Enterprise Sdn Bhd
8. Costalink Sdn Bhd
9. Easy Pay Transfers Sdn Bhd
10. Everest Ringgit Sdn Bhd
11. Ex-Trade Money Changer Sdn Bhd
12. Global Millenium Trading Sdn Bhd
13. Glojuara (M) Sdn Bhd
14. Golden K.L Union Sdn Bhd
15. Hak Ventures Sdn Bhd
16. Hasani Bumi Identiti Sdn Bhd
17. Heng Loong Money Changer Sdn Bhd
18. Horse Image Sdn Bhd
19. IME (M) Sdn Bhd
20. Lulu Money (Malaysia) Sdn Bhd
21. M.S.K.M. Mohamed Haniffa Forex Sdn Bhd
22. Maju Evershine Sdn Bhd
23. Mandiri International Remittance Sdn Bhd
24. Mani Traders Sdn Bhd
25. Mega Changer Sdn Bhd
26. Mobile Money International Sdn Bhd
27. Mohamed Yahia & Sons Sdn. Bhd.
28. Mohd Faizhal Group Sdn Bhd
29. Mountain Money Sdn Bhd
30. Mymoneyshop Sdn. Bhd.
31. NBL Money Transfer Sdn Bhd
32. Onetransfer Remittance Sdn Bhd
33. Pacific Money Exchange Sdn Bhd
34. Pengurup Wang Kluang Sdn Bhd
35. Perinaga Cemerlang Sdn Bhd
36. Perpetual Optimum Sdn Bhd
37. Platinum Jackpot Sdn Bhd
38. Pontian N&C Facilities Sdn Bhd
39. Pos Malaysia Berhad
40. Profit Achievers Sdn Bhd
41. Qurex Sdn Bhd
42. Shafco Sdn Bhd
43. Sigma Untung Sdn Bhd
44. Subhiyah United Money Sdn Bhd
45. TML Remittance Center Sdn Bhd
46. Tranglo Sdn Bhd
47. W.Teratai Trading Sdn Bhd
48. Wajar Klasik Sdn Bhd
49. Western Union Payments (M) Sdn Bhd
50. Wise Payments Malaysia Sdn Bhd
51. Workerzdirect Sdn Bhd



JPK Accreditation Programme

The Association had successfully developed 4 National Occupational Skills Standard (NOSS) for the MSB industry sometime in 2017 covering important domains like:

- MSB Compliance Policies & Procedures Development
- MSB Compliance Monitoring
- MSB Compliance Risk Management
- MSB Compliance Training

Since 2018, MAMSB utilised these NOSS modules as training tools for our own qualified trainers to conduct in-house training for accreditation wherein the Secretariat facilitates as administrator with a Trainer and an Assessor as part of our human capital development plan for the MSB Industry.

MAMSB's JPK Trainers (En Azizul & Ms Poh Hong) & Ms Bhavani from Membership Division mobilised and steered the long pending programme (2018) back on track effective from August 2021 and with much hard work managed to complete 34 registered candidates by end September.

Out of 34 candidates, only 17 candidates successfully completed their interview sessions and passed off, 7 candidates withdrew and 9 candidates failed.

Below is the summary table for the JPK Accreditation Status:

Total Registered Candidate	34
Completed Interview (Passed)	17
Withdrawn / Resignation from Company	7
Not Eligible	1
Failed	9

MAMSB was not able to mobilise any JPK Programme in Q4 of 2022 due to lack of qualified trainers. In Q4 of 2022, approximately 19 members came forward declaring they have paid but not commenced the Programme. However, MAMSB noted that out of the 19 many did not qualify to get accredited pursuant to JPK's current policy guidelines that require candidates (Compliance Officers) to have a minimum of 5 years' experience in the field and in the MSB industry. MAMSB has requested JPK to

allow for a waiver to allow Compliance Officers with 3 years to get accredited under this Programme. This discussion is in progress and until then the qualification requirement is status quo.

MAMSB was informed by Financial Accreditation Agency (FAA) that it will not be mobilising the FAA Accreditation Programme for MSB industry from November 2022. MAMSB will steer the MSB Compliance Officers towards other alternatives to meet the Bank's requirements.

The Secretariat mobilised a briefing session for members at the AICB Building on 28 February 2023 for interested candidates to understand the JPK Programme better and commence registration for 2023.



FAA Accreditation Programme

Financial Accreditation Agency (FAA) Accreditation Programme Progress Report as at December 2022

The FAA Accreditation Programme was developed in collaboration with MAMSB and BNM. The programme was created for Compliance Officers to enhance their knowledge and skills to evaluate, resolve, formulate, implement and manage complex tasks in the Money Services Business (MSB) industry.

FAA's Individual Accreditation for the MSB Compliance Officers involves the identification, assessment and accreditation of current and prior learning namely:

- recognises knowledge and skills
- competencies are benchmarked against industry learning standards
- assessed against Finance Qualifications Structure
- assessments are evidence-based
- assessments are conducted by subject matter experts in related disciplines

MAMSB was informed by CEO of FAA that the organisation will cease operations by Q2 of 2023. Pending the present circumstances, MAMSB has advised MSB Compliance Officers to source for other alternatives as detailed below:

1. Certified Anti-Money Laundering Specialist (“CAMS”) Exam by Association of Certified Anti Money Laundering Specialists’ (“ACAMS”)
2. AICB- Advanced Certification in AML/CFT by AICB and ICA
3. Certified Anti-Money Laundering & Counter Financing of Terrorism Compliance Officer (“CAMCO”) Certification by AICB and ABS
4. JPK Accreditation Programme.

From the inception of the FAA Accreditation Programme in 2018 until end 2022, a total of 136 Compliance Officers have completed the FAA Accreditation programme in 5 batches of which we are informed 51 candidates were assessed as “incompetent”. This latest data from FAA is as below:

Year Awarded	No of Participants Awarded FAA Accreditation	Due of Renewal in Year
2018	28	2021
2019	35	2022
2020	49	2023
2021	18	2024
2022	6	2025
TOTAL: 136		

MAMSB Digital Training Programmes [previously initiated under the MSB Digital Master Framework]

In 2022, with the backdrop of members concentrating on rebuilding their businesses, we found not much participation from the industry on non-mandatory training events. However, MAMSB managed to roll out 2 programmes under its MAMSB Digital Training

Programme in tandem with the Strategy Objectives under the Strategic Blueprint (2) – to create a competitive and dynamic MSB industry and build efficiency for sustainability.

1. **27 April 2022 - Webinar: Triumphant In Business Amidst Uncertainties Through Innovation** by Sakthiaseelan V. Karthigasoo aka Seelan V. Karthi the Founder and Director of Navlan Consultation (a HRDF Registered Training Provider) and a full-time corporate trainer, facilitator, coach, consultant and speaker.



The programme’s objective is to discover how entrepreneurs think by way of design thinking and agile mindset. There were 2 sessions; Session 1: Design Thinker and Agile Mindset – Human Centric and Session 2: Strengthening your Business Acumen – Entrepreneurship. We had 21 participants attending. This programme was HRD claimable.

2. **29 August 2022 - Workshop on Fundamentals on Cyber Security for Money Changers** by Mr Ola J Lind – Director, Cyber Security Expert, Angel Investor & Serial Set up Entrepreneur - Dotlines. A total of 44 members attended the workshop. The topics were
 - Cyber Security in Small Business.
 - How to protect your business from cyber-attacks
 - Physical Security
 - Ransomware
 - Phishing
 - Email Scam
 - Secured Remote Access



TASKFORCE COMBAT

Background

One of the hardest challenges faced by the MSB industry today is mitigating the operations of illegal money changers and remittance service operators. While the Association does not have any investigative nor enforcement powers, as an Industry Lead Body it facilitates the Bank in several ways including (i) reporting illegal operators to the Bank for enforcement actions; (ii) promoting and encouraging the public to use legal channels; and (iii) collaborating with relevant partners on awareness programmes that educate on the importance of using legal channels for MSB transactions. These efforts continue in a robust way to protect MSB industry from being used as a conduit for illegal activities.

The identified areas to manage MSB illegal operators as described above also falls within Strategic Outcome (SO): No 3- Increase Usage of Formal MSB Channels under the SP-2. Whilst several action plans have been identified under the SP-2, the Bank, sometime early Q2 of 2022 acknowledged that a serious need arose for more consistent and monitored action plans to be undertaken by the industry to mitigate the flourishing of illegal MSB operators,

The Bank shared relevant data which identified cities within and outside of the Klang Valley with high presence of illegal operators vis-à-vis licensed players and high concentrated migrant worker locations with large numbers of illegal operators. The Bank identified 3 pillars from which action plans can be developed for implementation.

1. Awareness programmes
2. Infrastructure & Presence
3. Digital Initiatives by MAMBS

The Association shared the information with the industry on 25 April 2023 to discuss on how to move forward on the issue.

Taskforce Combat

Committee Members

Taskforce Combat was mobilised in May 2022 by the MAMSB to identify action plans for each of the 3 identified pillars which implementation shall meet the proposed indicated timelines. The Taskforce consists of 12 Members chaired by Mr Espen Kristensen, the Council Representative for Class A Licensees. The Combat team members are as below:

TASKFORCE COMBAT

No	Name	Designation	Company
1	Mr. Espen Kristensen	Chairman [Central Region]	IME (M) Sdn Bhd
2	Tuan Haji Mohamed Burhan Bin Mohd Alahudin	Vice Chairman Northern Region [Ipoh]	Dimensi Permata Sdn Bhd
3	Tuan Haji Mohamed Sherafath Ali Bin Abdul Rahman	Northern Region [Penang]	Sherafath Ali Sdn Bhd
4	Mr Foong Chee Seong (William)	North Region [Penang]	Durian Burung Enterprise Sdn Bhd
5	Tuan Haji Ahamed Syed Sidique Bin Abdul Latiff	Central Region	Alif Money Changer Sdn Bhd
6	Mr Ayaz Khan	Central Region	Apexchange Sdn Bhd
7	Mr Haris Vazeer	Central Region	Malik Maju Sdn Bhd
8	Mdm. Analisa Yin Abdullah	Southern Region	Akar Warisan Sdn Bhd
9	Mr Alex Lim	Southern Region	Tml Remittance Centre Sdn Bhd
10	Ms Wong Siew Hong	East Malaysia	Yewon Sdn Bhd
11	Ms Tan Lian Ping	East Malaysia	Segi Bintang
12	Mr Amarul Hanif Harun	East Coast	World Currency Sdn Bhd
13	Mdm Lugiym	Central Region	Mandiri International Remittance Sdn Bhd
14	Ms Hanilam Binti Matali	Sibu/Bintulu	Segi Ganjaran Sdn Bhd

It was decided that as the Implementation Plan is an integral part of the SB-2, it shall be carried out in phases.



PHASES FOR IMPLEMENTATION

PHASE	PERIOD	COUNCIL TERM
Phase 1	April 2022 – May 2023	5th Term
Phase 2	May 2023 – April 2024	
Phase 3	April 2024 – May 2025	6th Term
Phase 4	May 2025 – December 2026	

IMPLEMENTATION PLAN

IDENTIFIED PILLARS	PROPOSED ACTION PLANS	INDICATIVE TIMELINES	STATUS
1. AWARENESS PROGRAMMES	(A) To collaborate with High Commissions of the major remittance corridors		
<p>(a) On the role and responsibilities of MAMSB as a national association regulated by the Bank for all licensed MSB players.</p> <p>(b) On how to identify licensed MSB players from non-licensed / illegal MSB players – electronic & physical.</p> <p>(c) The socio-economic impact of illegal MSB players on the GDP of the country and loss of income.</p> <p>(d) Exposure to high risk of illegal players doing money laundering.</p> <p>(e) The socio-economic impact of illegal MSB players on the customers and maintaining a safe & secured MSB economy</p>	Indonesia High Commission	<p>Phase 1</p> <ul style="list-style-type: none"> • Touchbase by end June 2022 • Propose engagement sessions June to Aug (2months) 	<p>27.5.2022 – 1st connection to Embassy through member-Mandiri Remittance Sdn Bhd</p> <p>27.6.2022- Meeting with Meeting with Attaché of Economy and Attaché of Commerce</p> <p>18.8.2022 – informal meeting with Attaché of Human Resources who replaced Pak Harry.</p>
	Other Stakeholder Engagements	Through out Phase 1 and 2	<p>23.8.2022–Met Ambassador at the Republic Day.</p> <p>1. 23.3.2022 – Engagement session with Bank Rakyat Indonesia (Persero) – Pak Bagus Maestoso Tbk and Budi Setiawan, PT. Bank Rakyat Indonesia (Persero) Tbk with Mr Sarves Class B Rep</p> <p>2. 15. 6.2022 -Engagement with Panji Irawan, Director of Treasury and International Banking, PT Bank Mandiri (Persero)</p>
	High Commission of the People's Republic of Bangladesh	Through out Phase 1 and 2	<p>25.5.2022 -1st email communication with Embassy</p> <p>23.6.2022 – Meeting with Deputy High Commissioner - and presented the role of MAMSB and plans to do Site Visit.</p>

	Embassy of Nepal	Through out Phase 1 and 2	<p>25.5.2022 - 1st meeting with Deputy Ambassador</p> <p>22.11.2022 – Meeting with new Ambassador of Nepal on awareness programme with IME CEO</p> <p>25.11.2022 – we connected with members on digital awareness programmes with Embassy</p> <p>12 January 2023 – Members had a meeting in Embassy on awareness sessions.</p> <p>14 February 2023 – Meeting with Ambassador to discuss on site visits to Felda</p>
	High Commission of India	Phase 1 and 2	<p>25.1.2022 – Made initial contact under SB-2 initiative. Met Mr Aditya Fotedar. Second Secretary (Consular, Passport & Visa) – arranged by Mr Jacob Varghese, CEO of Lulu Money.</p> <p>12.5.2022 – Met Ms C. Sushma. First Secretary (Commerce and Education</p> <p>9.5.2022- first meeting with Mdm C Sushma (First Sec)</p> <p>9.6. 2022 – Meeting in embassy on industry reach out.</p> <p>20.7.2022 - Email from Mr Devender Singh, Second Secretary (Labour) of HCI on list of associations</p> <p>21.2.2022 -Meeting with C Shushma on organisations that did not respond to communications.</p> <p>21.1 2023 – CEO met with Ms Sushma on updates on list shared by Mr Singh and to get assistance for better reach out.</p>
(B) Virtual Programme with Agencies under Tourism Malaysia			
	<p>1st Session – To Invite associations under Tourism Malaysia to discuss on illegal players and use of legal channels</p> <p>2nd Session with Tourism Policy on how to implement awareness to different Tourism channels.</p> <p>3rd Session – Collaboration Session between Tourism Malaysia/ MOTAC and MAMSB – events/fairs/ roadshows</p>	Phase 1	<p>22.7. 2022 - Email out to MATTA Chairman for awareness session.</p> <p>2.6.2022 – Met with Chairman KP Tan for MAMSB presentation on using legal channels for moving changing amongst agents.</p> <p>12.9. 2022 – Virtual Presentation with 46 Tour Agencies</p> <p>Chairman advised that MSB players have participated in the MATTA fairs and it is up to them to approach MATTA o participation.</p>
	4th Session - Promotion of MAMSB Complaint Stickers to related stakeholders		Not favoured and did not agree to purchase but can be given for free. As this is cost to MAMSB, the initiative is left in abeyance

(C) Collaboration with Municipalities		
<p>1. To connect with Municipalities in the Klang Valley -to commence and mobilise awareness rogrammes on illegal MSB operations and update them on notice of such operators for enforcement:</p> <ul style="list-style-type: none"> (a) DBKL (Kuala Lumpur) (b) MBPJ (Petaling Jaya) (c) MBSA(Subang Jaya) (d) MBSA (Shah Alam) (e) MPK (Klang) (f) MPS (Selayang) (g) MPAJ (Ampang Jaya) (h) MPKj (Kajang) 	<p>Phase 1</p> <p>To Touch base by June 2022</p> <p>Mobilise programme by Q4 2022</p>	<p>By 29.9.2022 Letters requesting for courtesy visit was sent to DBKL, MBPJ and MBSJ and the remainder 4 was sent on 1.8.2022.</p> <p>17.8.2022- MPS responded and invited for a briefing session with Licensing and Enforcement Officers.</p> 
(D) Collaborations With Organisations with High Volume Of Migrant Workers		
<p>(1) CIDB (2) FOMEMA (3) KDN identified 5 economic sectors that have largest amount of foreign workers ie :</p> <ul style="list-style-type: none"> (a) Manufacturing. (b) Construction. (c) Mining and quarrying. (d) Farming, and (e) Agriculture. <p>Service sectors</p> <ul style="list-style-type: none"> (a) like hotels and restaurants. <p>MAMSB will identify organisations that can assist in awareness programmes in these sectors and mobilise the programmes using the "greenback model"</p>	<p>Phase 2</p>	<p>Not started</p> <p>This is being done with the Embassies</p>  <p>Meeting with FGV Holdings Berhad on how MAMSB can collaborate with FGV in digital literacy with migrant plantation workers. FGV's contact was provided by the Indian Embassy and we were happy to note that they had collaborated with Merchantrade Asia on a co-branding venture and evloped their own mobile app to facilitate remittance activities</p>
(e) To connect with Immigration Malaysia		
<p>To explore if Immigration will be open to adding a further criteria for renewal of permits/visa of foreign workers -To propose submission of Remittance Certificates of remittance transactions using legal channels during their stay in Malaysia as condition for renewals and extensions of visa/permits and passports</p>	<p>Phase 2</p>	

(f) Awareness drives for the Industry			
	(a) Ensuring Licensees are using online platforms (website/ apps) to highlight the risks of transacting with illegal operators.	Phase 1 & 2	Currently members reporting through emails to MAMSB. To discuss this further with Taskforce for 2023. Ongoing
	(b) To encourage all Principals, ensure agents are providing enough information as MSB touch points	Q2-2023	Not implemented yet
	(c) To encourage all Licensees to attend Code of Conduct briefing proposed every quarterly for the industry as reminder to conduct MSB business ethically.	Phase 1 & 2	Not implemented yet as the CoC is being reviewed by the CoC Committee. Will incorporate at regional meetings.
	(d) MAMSB to blast out articles and highlights on use of illegal channels to Members from time to time		Being done in group WhatsApp's administered by CEO and Class Council Reps and ongoing
	(e) Proposal for Regional Council to report on their activities to monitor and report on illegal operators		No updates
2. INFRASTRUCTURE AND PRESENCE			
Advisory Activities with Members			
	(a) Keep Licensees informed on hot spot areas from time to time (after getting feedback from BNM)	Phase 1 & 2	Being done via virtual sessions with member representatives since April 2022. So far 1 session only as no updates from Bank or Industry.
	(b) Encourage opening of new branches in such areas. To arrange for BNM to provide time lines for responding to keep industry updated.		Not addressed as industry feel this is a commercial decision. Taskforce to advise Secretariat on how to move forward on this deliverable.
	(c) Encourage setting up of mobile kiosk at underserved/ unserved areas.		This is being done at industry events and meetings
	(d) Encourage and steer the Licensees to promote digital MSB platforms e.g. e- remittance . eKYC & Staging under the MAMSB Digital Master Framework		<ul style="list-style-type: none"> • Being implemented by Secretariat with interested Licensees on a one to one basis • Members are being trained via Digital Master Framework 2022 and through Education Micro-training sessions quarterly regional industry engagements

3. DIGITAL INITIATIVES BY MAMSB	Digital Initiatives To be Conducted by MAMSB [As recommended by Taskforce from time to time]		
	MAMSB blasting of e-brochures via website	Phase 1	To date hard copies of brochures were ready in August 2022 and was distributed in events under the Taskforce. It will be used for next MATTA event in Q3 2023
	Highlighting news on illegal players in the Digital Newsletter, MAMSB Website	Phase 2	Not able to mobilise Digital Newsletter for year 2022. Propose to issue 1st issue in Q2 of 2023
	(a) To identify and Encourage other affiliates and associations under BNMs regulatory supervision to publicise on illegal channels and AML risks like: (b) (a) MII (c) (b) AICB (c) ASB And also third party AML/ CFT content providers & compliance software vendors like RMA, ATX, NIUM, etc	Phase 3 &4	

INDONESIA

OTHER STAKEHOLDER ENGAGEMENTS



Engagement session with Panji Irawan, Director of Treasury and International Banking, PT Bank Mandiri (Persero) and Tbk Novira Riyanti, Head of International Network Development, PT Bank Mandiri (Persero) Tbk and CEO.



Engagement session with Bank Rakyat Indonesia (Persero) – Pak Bagus Maestoso Tbk and Budi Setiawan, PT. Bank Rakyat Indonesia (Persero) Tbk with Mr Sarveswaran Raja Gopal and CEO.

ENGAGEMENT WITH HIGH COMMISSION



Pak Harry R. Irawan -Minister Counsellor Pak Erga Grenaldi - Attache Sumber Daya with Fungsi Ekonomi (Economic Division)
Pak Deden Fajar Muhammad Shiddiq - Attache of Commerce, Ibu Lugiye- Mandiri Remittance Secretariat.

Pak Erga Grenaldi - Attache Sumber CEO and Ibu Luigi.

BANGLADESH HIGH COMMISSION



Mohammad Khorshed A. Khastagir, Minister & Deputy High Commissioner.

Ruhul Amin, Counsellor (Political) & Head of Chancery
Mia Mohammad Keyamuddin, First Secretary, Passport & Visa Wing.

EMBASSY OF NEPAL



Mr Moti Bahadur Shrees, Deputy Chief of Mission/ Counsellor, Pratik Karli, Second Secretary, Indra Raj Giri, CEO of GPL Remittance Malaysia Sdn Bhd and Secretariat.



Meeting with H.E Mr Dili Poudel with Class A B and D Licensees on Digital Awareness Programme 2023.

Engagement Sessions

BNM Communications

Date	Purpose & Details of Meetings
5 January 2022	<p>Virtual meeting between BNM-Tuan Shahrul, MAMSB and Malaysian Airports Holding Berhad (MAHB) on tender process for Bureau-de change to operate in Malaysia International Airports.</p> <p>Action: MAHB communicated directly with CEO and requested for interested parties to fill up their forms. This was shared with the industry and the interested parties details was shared with MAHB. As at Feb 2023, MAHB is reviewing tender process and will revert to MAMSB when ready.</p>
8 February 2022	<p>Informal discussions with BNM-Tuan Faizal on managing of illegal MSB channels and industry challenges on this issue since 2015.</p>
17 February 2022	<p>MAMSB was informed that BNM will be rolling out the Payment Systems curriculum starting from April 2022. The curriculum, developed with the Payment Services Oversight (POD) and Payment Services Policy (PSP) departments, places emphasis on payment systems infrastructure, technology, risk and product knowledge to address the primary competency requirement of staff in the Bank. BNM invited MAMSB to facilitate a virtual training session on Money Services Business in the Payment Services (PS) curriculum. The objective of this training is to strengthen participants' understanding of the the features and types of money services business in Malaysia, issue and challenges faced by the operator.</p> <p>Action: CEO agreed to conduct a briefing session for BNM on 24 May 2022 (noon) with the President and Class Captains. CEO will arrange for an internal discussion on the speakers and content.</p>
1 April 2022	<p>BNM arranged for a virtual session with MAMSB President, CEO, Class Representatives and Regional Councils to discuss ways and means to manage illegal money services business (MSB) operators in Malaysia. BNM shared some of their proposals for MAMSB's and the industry's comments and requested for industry to take serious and active actions to mitigate the problem.</p> <p>Action: MAMSB will mobilise a taskforce to prepare an implementation plan and conduct the various awareness programmes for the industry as proposed by BNM and other related activities in pursuance of the SBP.</p>
15 April 2022	<p>President, CEO and Class B Council Representative of MAMSB was requested by BNM to attend an engagement session with the payments, money services and remittance industry associations on the Financial Sector Blueprint 2022 – 2026.</p>
22 April 2022	<p>BNM has advised the industry is to come up with an overall implementation roadmap guided by BNM template provided. The roadmap is expected to be in line with “Desired outcomes and targets for 2026” as identified in the “Executive Summary” of the Blueprint and Blueprint's Strategic Thrusts and key areas particularly on the key priorities highlighted during the 1st engagement. For each initiative, an industry champion must be identified to steer the initiative along with its respective milestones and timeline. Submission of the industry's accomplished implementation roadmap is by 23rd May 2022.</p> <p>Action: CEO brainstormed with Taskforce Combat and Strategic Blueprint Taskforce chairmen on the above initiatives and responded with a propose roadmap.</p>
26 April 2022	<p>BNM discussed with CEO on the increasing trend where MSB licensees fail to submit license renewal applications in MSBS two months prior to the expiry of their license as per the requirement of the law. Some submit application for renewal a day before their license expire or even after the expiry. BNM expects licensees to follow the discipline of submitting their license renewal application at least 60 days before their license expires. MAMSB was notified that companies which submit application after the expiry date of license are no longer licensees.</p> <p>Action: CEO sent out email reminders as well as whatsapp messages to all Classes.</p>

31 May 2022	<p>BNM shared with CEO on the information of the arrival of 32,000 foreign workers in May and June 2022 under a special government quota as reported in the FMT news on 31/05/2022. Queried on what are the proposed initiatives that MAMSB planned to do on awareness programme on illegal channels.</p> <p>Action: CEO addressed this matter at the Taskforce Combat and discussed at the Committee level on 7 June 2022 on how to incorporate it in its Implementation Plan.</p>
1 June 2022	<p>BNM reverted to the MAMSB Strategic Blueprint (SB-2) with PODs comments, which BNM reviewed and requested to ensure the figures provided by MAMSB correspond with the figures in BNM Annual Report.</p> <p>Action: Amendments were made with assistance of BNM- Puan Siti Hajar.</p>
7 June 2022	<p>BNM reverted with their recommendations on the action plans and timelines proposed by the Taskforce Combat to POD.</p> <p>Action: The recommendations were reviewed by Taskforce Combat in their meeting dated 7 June 2022.</p>
15 June 2022	<p>BNM enquired from the CEO on the updates on the progress of MAMSB's initiative on non-viable licensees and CEO to share with BNM the outcome of the engagement.</p>
17 June 2022	<p>Virtual Meeting with BNM – Payment Services Policy Department on the MAMSB Strategic Blueprint (2).</p>
8 September 2022	<p>MAMSB requested for a meeting with BNM to get clarity on the following issues.</p> <ul style="list-style-type: none"> • Item 1 : MSB International Conference 2023. BNM agreed to support MAMSB's request to get Sasana Kijang for free to host an international Conference in October 2023. • Item 2: Financial Status of MAMSB. • Item 3: The Bank took note of MAMSB's proposal to cease the use of the MSB Advisor mobile application. Advised that MAMSB should ensure appropriate measures are taken to minimise the impact to its users and update the Bank on the progress, in particular 1. Ensuring customer data are protected and secure; and 2. Users who have downloaded the mobile app are notified on the cessation, where relevant. • Item 4: Multi Principal Agent Model. BNM advised that they were reviewing the proposal. Main concern is sharing of information between principals. No deadline given. • Item 5: De Risking Policy. BNM explained that most de-risking in the industry was due to compliance issues and not de-risking per se. Bank discussed with RHB and HLB and explained that affected licensees need to connect with their bankers to explain the issues personally For those who need further help to connect via BNM link Laman Informasi for complaints. • Item 6: BNM's Endorsement/ Support in Taskforce Combat. BNM agreed to support Taskforce Combat if needed with government authority and external authorities. • Item 7: BNM's Financial Sector Blueprint. BNM clarified Council's query on interoperability and proposed that d MAMSB should promote e-payments amongst Class C. • Item 8: Minimum Paid Up Capital. BNM advised that there will be no waivers or forbearance will be given.
20 September 2022	<p>Received Annual Turnover statistics from BNM – Pn Siti Hajar.</p>
21. September 2022	<p>Discussion with BNM on the Multi-principal Agent framework submitted for BNM's approval.</p>
1 October 2022	<p>Attended Majlis Pelancaran FLM2022 at Sasana Kijang officiated by DG Jessica Chew Cheng Lian, BNM.</p>
30 November 2022	<p>Invite to attend luncheon by BNM - Strategic Communications Department.</p>



MAMSB Quarterly Industry Engagements

QUARTER 1 [JAN- MARCH 2022]

Region : Northern Region

Date : 19 March 2022

Venue : Level M- The Light Hotel, Seberang Jaya, Penang

This was the first engagement session for the northern region members attended by approximately 20 members. The 3-hour engagement session discussed several matters including BNM's expectation for the MSB industry, consolidation trajectory of the MSB industry and 2022 plans for the Northern region. Active engagement and brainstorming ideas came relatively from senior members on ways to go forward for the Association especially for the next term. A slot was also given to the contesting candidates for AGM campaigning session. The event ended with an award ceremony presentation and high tea for the members.



Region : Central & East Coast

Date : 21 January 2022

Venue : Royal Selangor Club

MAMSB held the Central Region Industry Engagement in Selangor Club, Kuala Lumpur where more than 70 members attended. The agenda included presentation by the CEO of MAMSB's 2021 key deliverables and also gifting of appreciation awards to members who have contributed to the industry in a significant way.



Region : Southern Region

Date : 3rd March 2022

Venue : Johore Royal Golf Club, JB

MAMSB held the Southern Region Industry Engagement on 3rd March 2022 where approximately 25 members out of 45 in the region attended. A very productive question and answers session was held thereafter.



Region : East Malaysia

Date : 17 March 2022

Venue : Hyatt Kota Kinabalu

The engagement session for East Malaysia was attended by 15 members from different cities like Kuching, Sandakan, Sibul, Tawau and Kota Kinabalu. The 2.5 hour session was a productive one with the presence of our East Malaysian Council Member representative, Mr Lim Ching Seng. After a presentation by the CEO on key deliverables of the association for 2021, the President opened the floor for contesting candidates in the 2022 elections to present their campaign.



QUARTER 3 [JULY – SEPTEMBER]

Region : Northern Region & Southern Region

Date : 22 July 2022

Venue : Virtual Platform

Attendance : 59 members

Region : Central & East Coast

Date : 12 July 2022

Venue : Virtual Platform



The Quarter 3 Industry Engagement sessions were conducted via Microsoft Teams virtual platform. The Central & East Coast regions were jointly invited for a session and was attended by 57 attendees. As for the Northern and Southern joint session, approximately 59 members attended.



This was MAMSB's first industry engagement after the 2022 AGM and elections of the 5th Term Council. The CEO welcomed the new 5th Term Council headed by the newly elected President – Dato' Sri Jajakhan Bin Kader Gani and proceeded to present MAMSB's activities since the last engagement. CEO also mentioned about the coming EGM on 3 September to ensure the filling up of casual vacancies as per the requirement of the Association's Constitution. The other areas of discussion were on:

- Strategic Blueprint- 2 (2022-2026)
- Managing illegal MSB operators & formation of Taskforce Combat
- Fund-raising initiatives proposed by MAMSB
- MAMSB Digital Framework
- Proposals on capacity building activities



Region : East Malaysia

Date : 20 July 2022

Venue : Holiday Inn Express, Kota Kinabalu

MAMSB held a physical East Malaysia regional industry engagement in Kota Kinabalu, Sabah on 20 July 2022 with 13 Members. MAMSB took the opportunity to have the GOCO Exams and an engagement session to mitigate costs issues. The very interactive session for the day was mainly about:

1. Engaging members about consolidation and trajectory of the MSB industry post Covid 19
2. Facilitating a virtual session by Mr Manimakudom (CEO of Suria Muhabhat and Treasurer) on upgrading from Class C to Class A and the importance of having a business sustainability plan
3. Advising on the appointment of a Council Representative for the region.

The President also engaged with the Members virtually on several issues on wholesale currency matters, challenges in consolidation and illegal MSB operators.



QUARTER 4 [OCTOBER- DECEMBER 2022]

Region : Northern Region
Date : 3 December 2022
Venue : Royal Chulan, Penang

The Association organised a physical session for Q4 in most regions except for East Malaysia (which was a physical one in Q3). The Northern Region session was attended by approximately 25 people who were happy to meet the newly elected Council members. MAMSB CEO presented the activities of the Association from August to November 2022 followed by the GOCO report which was presented virtually by Ms Su Lin. The President thereafter took over the floor and spoke about the coming MAMSB Gala Dinner which is a fund-raising event to replenish the coffers of the Association. The President sought the support of the members by calling for pledges and was happy to note the positive and encouraging response.



Region : Central & East Coast
Date : 9 December 2022
Venue : Royal Selangor Club

MAMSB held the final Central Region Industry Engagement for the year in Selangor Club, Kuala Lumpur on 9 December 2022 where more than 90 members attended. The programme agenda was similar to the one presented to Northern Region session which kick started with the President's welcoming address followed by the Central Region Council representative and then CEO's presentation of MAMSB's activities. The emphasis of the evening was opening the floor to the members for pledges in support of the Association's financials for sustainability. The evening ended at about 10.00pm.



Region Southern : Region
Date : 15 December 2022
Venue : Horizon Hill Resort Johore

MAMSB held the last Southern Region Industry Engagement for 2022 on 15 December 2022 where 30 members attended and the agenda for the programme was similar to all regions. Here the members raised their concern on the digital transformation of the Class C and connecting with municipalities on awareness programmes on the role and responsibility of MAMSB.



MAMSB External Engagements

Ministry of Tourism, Art and Culture (MOTAC)

On 3rd January 2022, MAMSB connected with YBhg. Dato' Hj. Zainuddin Abdul Wahab, Director General of the Ministry of Tourism, Arts and Culture (MOTAC) to discuss joint collaborative initiatives to create awareness in the tourism industry on: (1) the use of legal money changing channels; (2) outreach programmes with the Malaysian Association of Tour and Travel Agents (MATTA); (3) sharing of information through shared media platforms; and (4) through bilateral participation in symposiums and events.

Puan Jamilah, Deputy Director of Malaysia Tourism Promotion Board (MTPB) shared contacts of 22 organisations (Tourism Agents/Association) for MAMSB to collaborate with to disseminate information for further awareness of the MAMSB and the MSB industry.



Ministry of Human Resources Malaysia (PERKESO)

On 22 March 2022, MAMSB connected with PERKESO once again via a virtual session to discuss on availability of further grants or funding for MSB industry. This meeting was more of a networking session to keep connected with PERKESO.



Malaysian Association of Tour and Travels (MATTA)

On 25 March 2022, MAMSB had its first connection with MATTA. After several rounds of discussion, we got to meet the Chairman Datuk Tan Kok Liang of Borneo Trails Tours & Travel Sdn Bhd and was offered to present our agenda at MATTA's Board Meeting on 2 June 2022. Datuk KL Tan agreed to collaborate with MAMSB to educate agents all over Malaysia on using licensed money changers. An awareness programme was held via virtual platform on 12 September 2022. This session was attended by 56 participants from 46 companies. The success of the programme was clear as some agents from Sibu requested for names of licensed operators in East Malaysia.



Remittance Association of Singapore (RAS)

CEO of MAMSB had a productive discussion with Chairman of RAS, Mr Barakath on several matters involving participation and collaboration on several MSB activities jointly for the mutual benefit of the parties. The good relations culminated in the signing of a Memorandum of Understanding (MOU) on 23 August 2022. We hope that this MOU is the beginning for both MAMSB and RAS to forge better connectivity, undertake collaborative events, sharing of knowledge and raising awareness of MSB issues at the ASEAN level. We hope that our first initiative will be by Q2 of 2023.





The eventful ceremony that was hosted by MAMSB at the AICB Building was attended by Council Members, RAS Chairman - Mr Barakath Ali, Mr. Jed Huang Guanhua - Vice Chairman and the Honorary Treasurer - Mr. Kizher Shajahan Mohamed Ismeth.



IAMTN ANNUAL SUMMIT 2022



The International Association of Money Transfer Networks (IAMTN) is a non-profit membership and global trade organisation which represents the cross-border payments industry. As the 5th Council was preparing to organise and host an international MSB Conference in 2023, MAMSB began working closely with the CEO of IAMTN- Veronica Stuttgart and her team on a potential collaboration like in the previous years. MAMSB was invited to attend the 2022 IAMTN Conference held in London on 11th & 12th October 2022. The CEO and President attended this 2-day IAMTN Conference where the CEO presented a paper entitled: **“Overview of the Remittance Landscape In Malaysia”** on the 2nd day. As this was the first time MAMSB was presenting at an international forum, it was indeed enlightening to receive positive feedback from the attendees.



The Singapore Fintech Festival (SFF) is organised by the Monetary Authority of Singapore (MAS). SFF 2022's theme of **'Building Resilient Business Models amid Volatility and Change'** attracted participants from more than 110 countries and 2,000 organisations. It also housed more than 450 exhibitors and 25 international pavilions across the exhibition hall.



MAMSB CEO attended the Singapore Fintech Festival from 2 to 4th November 2022 to source out speakers and explore topics for the proposed conference in 2023. This was a great experience to be exposed to the Fintech eco space which included e-payments, digital remittance technology providers. A very good event to attend for networking.

INDIA- MALAYSIA@65 DIPLOMATIC TIES- KL CONVENTION C

MAMSB was invited by the High Commission of India, Mr B.N. Reddy to commemorate India-Malaysia @65 event on 9 September 2022 organised in partnership with Consortium of Indian Industries Malaysia (CIIM) and Malaysia Business Council (MIBC) to celebrate 65 years of diplomatic relations between India and Malaysia. MAMSB attended this event with current CEO of Lulu Money, Mr Chinthu Sreenivas and photographed with the then Minister of Foreign Affairs, YB Datuk Seri Saifuddin Abdullah



MAMSB Internal Engagements

INTERNATIONAL CONFERENCE ON FINANCIAL CRIME AND TERRORISM FINANCING (IFCTF)

MAMSB was invited by AICB-CONG to participate as a member in the organising committee of the 12th IFCTF which was held on 26 – 27 July 2022 @ Kuala Lumpur Convention Centre. MAMSB successfully convened a 1-hour panel discussion on the topic "Towards Shaping a Resilient MSB Industry" with 4 eminent speakers from the MSB industry. Our members who participated were Mr Fahad Rehman currently the Global Director of Digital Wallets at Ria Financial, Mr Rajnish Kumar the CEO and Co-founder of Instapay Technology Sdn Bhd, Kuala Lumpur, the Late Mr Manjeev Singh, Head of Compliance of Money Match Sdn Bhd and Ms Leow Su Lin, Head of Compliance at Foo In Sdn Bhd and GOCO Chairman of MAMSB. The event was a great success with a large number of audience. The Association received good feedback on the excellent panel speakers and content. MAMSB thanks the team for their effort, time and contribution to IFCTF 2022.





FIDE FORUM

FIDE Forum invited MAMSB Council Members as their guests to attend their first Distinguished Board Leadership Series for 2023 on “Can America stop China’s rise? Will ASEAN be damaged?” by renowned speaker, Professor Kishore Mahbubani which was held on Thursday, 12 January 2023 at Sasana Kijang. The Fire-side Chat was moderated by Tan Sri Nazir Razak.



AICB BUILDING LAUNCH DINNER

MAMSB joined the other tenants of Bangunan AICB to celebrate the official launch of the building on 22 November 2022. The AICB Building was conceived by the top executives and leaders in the financial services industry and supported by Bank Negara Malaysia which upon its completion is primarily occupied by all the Affiliated Institutions responsible for education, training, and research in the banking and financial services industry. The launch was officiated by the Governor of Bank Negara Malaysia and attended by BNM team and the tenants including MAMSB which was represented by the CEO and Council Members. MAMSB is proud to say that it moved into the building in March 2022 upon completion of renovation works which costs the Association approximately RM300,000.



CHAI TIME WITH MAMSB

The Vice President and the Class C Council representatives who were new to their roles in the 5th Term Council actively collaborated to create regular meet and greet sessions called “Chai-Time” with members in different areas in the Klang Valley to better understand the needs and challenges of our members at the ground level.

23 July 2022 -MAMSB organised the 1st session at Tasty Chapati Restaurant -The Curve (Damansara) with a group of 10 members. All Council Members are invited to attend these sessions and team up to take MAMSB to its Members. Event was sponsored by Vice President and Class C Council representative. Several issues on licensing, illegal money changing operations, inability to open bank accounts, get loans or funding was raised and taken note of by MAMSB for further action.

11 August 2022 – A 2nd Session was held in Syed Bistro (Dang Wangi) with 12 members participating.



15 September 2022 - MAMSB on the request of some new entrants into the MSB industry requested for a get-together session and a Chai-Time was organised in Nutmeg, Bangsar. We had approximately 10 companies to attend informal Chai Time in Bangsar to discuss current issues and areas that should be addressed by MAMSB for workshops and round table discussions for remittance sector. Company CEOs from ONEPIP Malaysia Sdn Bhd, Transfermate Malaysia Sdn Bhd, Airwallex, JAGS Money Sdn Bhd, Instapay Technologies Sdn Bhd and KL Golden Remittance Sdn Bhd attended. The event was sponsored by Transfermate. A good meet and greet.

MSB Data 2022

MSB Industry Annual Turnover

Remittance Service Business		
	2021	2022
Outward	RM25.8bil	28.5bil
Inward	RM11.6bil	16.9bil
Total	RM37.4bil	45.4bil
Percentage Increase	21%	
Money Changing Business		
	2021	2022
Buy	RM3.6bil	RM18.8bil
Sell	RM3.7bil	RM18.8bil
Total	RM7.3bil	RM37.6bil
Percentage Increase	415%	
Wholesale Business		
	2021	2022
Domestic	RM2bil	RM8.9bil
Cross Border	RM4.5bil	RM7.9bil
Total	RM6.5bil	RM16.8bil
Percentage Increase	158%	

VALUE OF B2B REMITTANCE

B2B Turnover 2022 (RM bil)	
Inward	5.16
Outward	3.75

VALUE FOR E-CHANNEL (INWARDS AND OUTWARDS) FOR MSB INDUSTRY

	Outward Remittance 2022 (RM bil)	Inward remittance 2022 (RM bil)
E-channel	12.76	12.50

Top 5 countries for inward and outward remittance in 2022

Inward remittance	Outward remittance
Singapore	Indonesia
Australia	Bangladesh
Hong Kong	India
United States	Singapore
United Kingdom	Nepal

Annual General Meeting – 30 April 2022

The Association successfully concluded the 2022 Annual General Meeting (AGM) on 30 April 2022 convened via Azeus Convene's Remote Participation and Voting Facilities.

GENERAL

The 2022 AGM commenced and was called to order at 2.00 p.m. with the CEO welcoming all the attendees to the Association's 2022 virtual AGM. She informed that there will be 8 Agenda Items to be tabled at the AGM and that PKF Risk Management Sdn. Bhd. will serve as scrutinizers for the 8 Agenda Items. The floor was passed to the President of MAMSB, Dato' Sri Jajakhan Bin Kader Gani who pursuant to Clause 32.5 of the Association's Constitution (Constitution) will convene the AGM proceedings for the day.

The Chairman thereafter announced that the total number of voting members registered and signed in as at 2.00 p.m. was 120 voting members, hence meeting the required quorum of 95 (1/3 of 285 members in the Register of Members with voting rights) which gave mandate to the Chairman to proceed with the AGM.

The Chairman proceeded with the 1st Order of the day – appointment of Minutes of Secretary for the e-AGM 2022 namely Mr. Mohamed Ershad bin Syed Jahabar from SSB Interchange Sdn. Bhd. As there were no opposition to the appointment, Mr Ershad was appointed as the Minutes Secretary for e-AGM 2022.

There were 8 Items on the Agenda for the day and 5 simple meeting rules were announced to ensure that all attendees keep focused and comply to the Constitution of the Association.

The 2022 AGM was closed at 4.55pm.

Welcoming Address by the President of MAMSB/ Chairman of AGM-2022

- **Item 1 of Agenda**

The Chairman informed that the 2022 Annual General Meeting Minutes was approved by the 4th term Council and was disseminated to the members on 3rd August 2022 by the Secretariat.

The Minutes of Meeting under Item 1 of the Agenda was Approved by 113 votes, 1- Disapproved and 2- Abstained.

- **Item 2 of Agenda**

The 2022 Council Report was approved by members with 119 Approved, no Disapproved and 3 Abstained.

- **Item 3 of Agenda**

The 2022 Treasurer's Report and the Audited Accounts were accepted and approved by members with Approved 106 vote whilst 5 Disapproved and 7 Abstained.

- **Item 4 Agenda**

To appoint one (1) internal auditor for the 5th Term office (2022-2023). The nomination of Mr. Nagapan A/L Nagarajan, CEO of Spectrum Forex Sdn. Bhd. as the internal auditor for the Fifth Term Office (2022-2023) was accepted and approved by members with Approved 116 votes, Disapproved 6 and 4 Abstained.

- **Item 5 Agenda**

To appoint Messrs Mazars Plt as the external auditor of the Association for financial year 2023. MAMSB undertook a procurement process with 2 other Auditors (PKF Malaysia and BDO Malaysia) and considered several factors especially costs before choosing Messrs Mazars. The comparisons of quotes were shared with the members at the AGM. Messrs Mazars Plt was accepted and approved by the members with Approved 117, 3 Disapproved and 3 Abstained.

- **Item 6 Agenda**

To discuss any critical issues impacting the MSB industry materially. The Chairman confirmed with the Association's CEO that the Association had not received any written proposals from members to be raised during the AGM in line with Clauses 7.9 and 7.10 of the Constitution.

- **Item 7 Agenda**

Pursuant to Clause 7.10 of the Constitution, resolutions not relating to the ordinary course of business of the AGM under Clause 7.3 must be requisitioned by not less than 1/10 of the total voting rights of all members. A resolution to Amend 12 Clauses to the MAMSB Constitution was requisitioned by 1/10 of 285 voting members. However Clause 33 of the Constitution requires the approval of not less than 3/4 of members from Group A and B at the AGM to pass a resolution to amend the Constitution. At the AGM, Azeus Convene recorded a shortfall of 11 members from Group A and 44 members in Group B. Hence the resolution could not be tabled.

- **Item 8 Agenda**

To elect Council Members for the 5th Term of office (2022-2024). In view of the Chairman participating in the elections, the chairmanship of the AGM was passed to the Acting Secretary to proceed. The Acting Secretary, Ms Leow Su Lin first announced and congratulated the uncontested Council Members, who were:

Secretary : Mr Mohd Ershad Bin Syed Jahabar

Treasurer : Mr Manimakudonm Karuppiyah

Northern Region Council : Tuan Haji Mohamed Sherafath Ali Bin Abdul Rahman

Southern Region Council : Mdm Analisa Yin Abdullah

Class A Council Representative : Mr Espen Kristensen

Class B Council Representative : Mr Sarveswarren Raja Gopal

Class C Council Representative : Mdm See Yoke Siew

Class D Council Representative : Mr Jacob Varghese

The Asst Secretary congratulated the successful candidates that won the elections for the contested positions who were:

President : Dato Sri Jajakhan Bin Kader Gani

Vice President : En Thameejudeen Bin Mohd Ibrahim

Central Region Council : Tuan Haji Ahamed Sidiqie Bin Abdul Latif

The AGM ended at 4.55pm after the newly elected 5th Ter President gave his address.

Extraordinary General Meeting – 3 September 2022

On 3 September 2022, the Association successfully concluded the 2022 Extraordinary General Meeting (EGM) via virtual conference provider- GEVME for the purpose of filling up casual vacancies in the 5th Term Council.

GENERAL

The EGM commenced and was called to order at 3.00 p.m. with the CEO welcoming all the attendees to the Association's 2022 virtual EGM. She informed that there will be 1 main Agenda Item to be tabled at the EGM which is - to elect individuals nominated to fill casual vacancies in the 5th Term Council pursuant to Clause 8 [Committee] and Clause 22 [Election] of the Constitution of the Association.

The floor was passed to the President of MAMSB, Dato' Sri Jajakhan Bin Kader Gani who proceeded to chair the EGM. At 3.00pm, the President declared that only 72 members had logged in and no quorum was reached. He proposed to wait for another 30 minutes and requested members to log in to fulfill their fiduciary duties to ensure that the Association could accomplish its task.

The Chairman thereafter announced that the total number of voting members registered and signed in as at 3.15 p.m. was 91, hence meeting the minimum quorum of 1/3 of 273 members in the Register of Members with voting rights. The Chairman proceeded with the EGM at 3.18pm.

The Minutes Secretary for the e-AGM 2022 was Mr. Mohamed Ershad bin Syed Jahabar, the Secretary of MAMSB. The Chairman gave his welcome address and thereafter went directly to the only item in the agenda for the day, which is the appointment of the East Coast Region Council Representative, East Malaysia Council Representative and Class D Council Representative. As all nominations were uncontested for all 3 categories and had accepted the positions, the President introduced and congratulated them on their appointment into the 5th term Council.

The uncontested members nominated were:

East Coast Region : Mr Amarul Hanif Bin Harun from World Currency Sdn Bhd

East Malaysia : No nominations

Class D Council Representative : Mr Rakesh a/I A Aravindan

After both newly appointed members gave their note of thanks to the Council and members, the Chairman opened the floor for questions. When no questions were raised, some 5th Term Council members took the opportunity to congratulate the newly appointed councilors.

The e-EGM ended at 3.53 pm