

# 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.