



The Council Report 2021

Status of Key Deliverables-2021

In 2021, the Secretariat aimed at picking up the momentum of the Association a few notches higher in terms of members connectivity, pace in which it needs to function and branding. Several key deliverables were identified in Quarter 4 of 2020 which required immediate attention for proper internal management of the association.

The pace has been consistent and we aspire for the 6 Key Deliverables to meet completion by Quarter 1 of 2022.

These Key Deliverables were actualised through the robust participation of members from all MSB pillars at the committee level and involvement of external consultants.

1	<p>To develop a robust and relevant MSB Strategic Blueprint (2022-2026)</p> <p><u>COMMITTEES</u></p> <p>Strategic Blueprint Taskforce [chaired by En Mohd Ershad]</p>	To launch in Q2 2022
2	<p>To amend MAMSB Constitution</p> <p><u>LEGAL COMMITTEE</u> Chaired by Mr Espen Kristensen</p> <p><u>REGIONAL COUNCIL MEMBERS</u></p>	Resolution to be tabled at the 2022 AGM
3	<p>To propel the MSB Industry towards digitalisation</p> <p><u>DIGITAL TASKFORCE</u> Chaired by Dato Sri Jajakhan bin Kader Gani</p> <p><u>DIGITAL TECHNICAL COMMITTEE</u> Chaired by Mr Sarveswaran Raja Gopal</p> <p><u>IT ADVISORY COMMITTEE</u> Chaired by Mr Adrian Yap</p> <p><u>EDUCATION COMMITTEE</u> Chaired by Dato Sri Jajakhan bin Kader Gani</p>	Ongoing and great jump start with MSB Digital Master Framework 2021 with 13 deliverables accomplished
4	<p>To revive and professionalise GOCO Training and establish MAMSB as a training institution</p> <p><u>GOCO COMMITTEE</u> Chaired by Ms Leow Su Lin and facilitated by Ms Manpreet from Secretariat</p>	Ongoing on a robust note
5	<p>To actuate the Multi-Principal Agent Business Mode</p> <p><u>MULTI PRINCIPAL AGENT TECHNICAL COMMITTEE</u> Chaired by Mr Espen Kristensen</p> <p><u>DIGITAL TECHNOLOGY COMMITTEE</u> Chaired by Mr Sarveswarren Raja Gopal</p>	Waiting for Regulators to revert with final deliverable by end of Q1 2022

Towards 2026 - Shaping a New Landscape

As we are almost at the end of quarter 1 of 2022, the industry remains hopeful that the plight of the money services business (MSB) will take a new lease of life with the Malaysian government opening its gates and borders to international tourists. We saw an annual decline of 2.9% in the Remittance business and as for currency exchange, we witnessed a catastrophic fall of -67.8%, as at December 2021. It was inevitable that more customers would opt to use digital remittance channels due to the deadly impact of Covid-19 and the continued restraining movement orders, hence E-remittance value recorded a 56.1% annual growth in 2021 (2020: RM6.6 bil as compared to 2019: RM3.4 bil). These statistics are sound indicators of what's shaping the MSB landscape in Malaysia now and moving forward.

Bank Negara Malaysia in its Financial Sector Blueprint (2022-2026) has identified technology as one of the four key megatrends that will shape the financial landscape and see advancing digitalisation of the financial services sector as not being an alternative anymore but an imperative solution. In this regard, the MSB industry it is indeed in a critical stage. The dire need to find options for industry sustainability has indeed made for important discussions and strategic planning between the regulator and its licensees.

Although the pathway to digitalisation isn't a novel proposition to the MSB industry, members still continue to face difficulties of transitioning from a traditional monetary and financial system to a digital one for many reasons. One jarring reason being scarcity of funds, grants and financial strength to invest in remittance systems and the other the escalating operation costs involved in a digital eco system. Whilst the pandemic accelerated the digital revolution, the regulators too had to keep in pace with the regulatory challenges it posed which inevitably results to high regulatory compliance, which in turn makes inclusivity for this industry not any less onerous. With these challenges at the fore front, it is commendable that many of our members have made genuine endeavours to join the survival race.

The Association is clear and cognisant that the business sustainability of MSB players especially currency exchange providers post pandemic will become almost dismal unless we prepare and equip our members with digital knowledge, information, training and capacity building. Lets look at the statistics that shouts out loud for an immediate shift in mindset to stay sustainable.

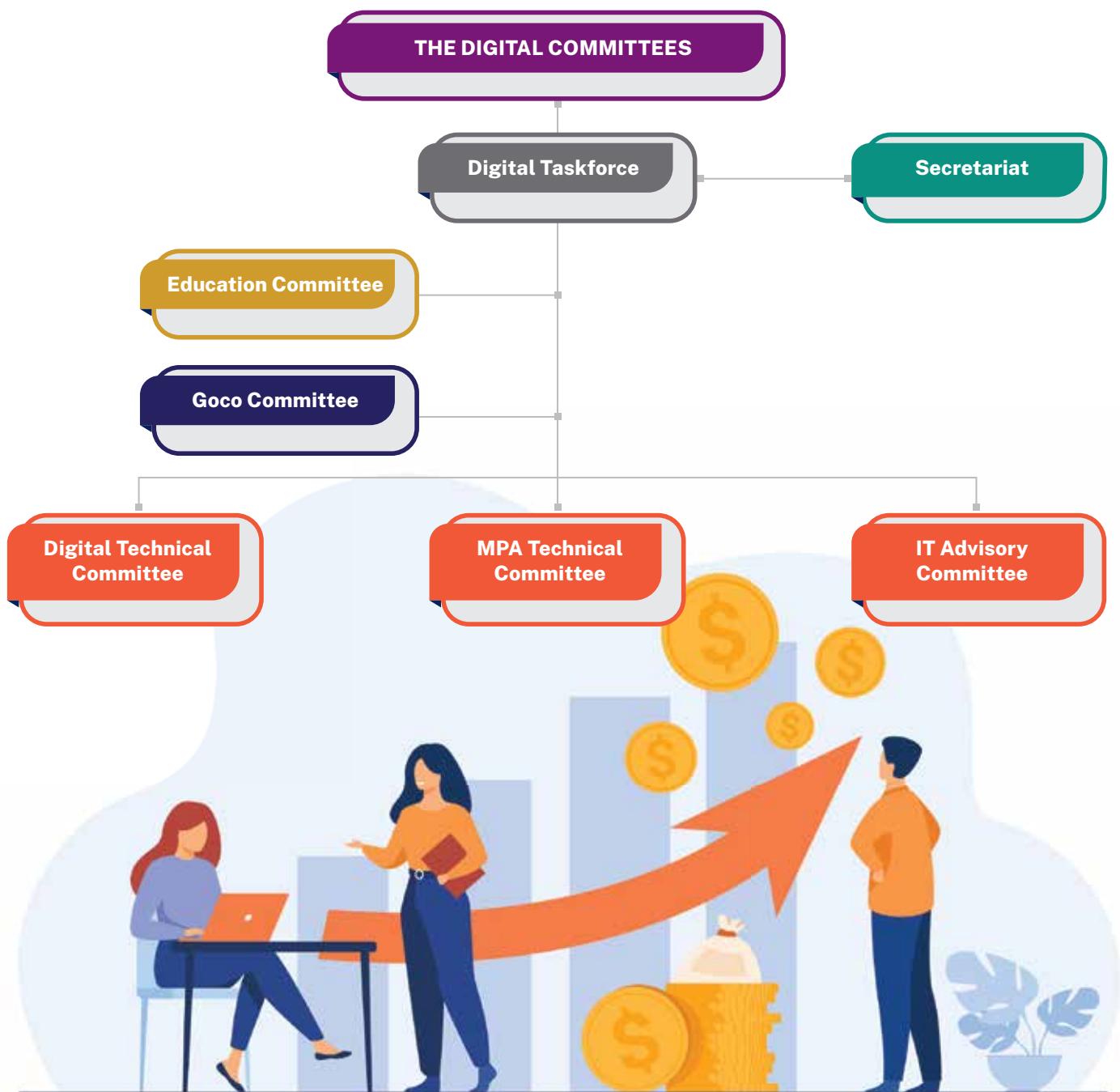
Size of Class C Licensee By Turnover

Year	2018	2019	2020	2021
Small [Not exceeding 30 million]	25%	25%	63%	81%
Medium [30million to 100million]	37%	34%	23%	13%
Large [100million and above]	29%	31%	12%	6%

In 2021, in alignment with the Bank's vision, we have pushed hard for our members to get better equipped and educated on digitisation via the MSB Digital Framework 2021.

Chronology of events that led to the development of the MSB Digital Master Framework 2021

- **3 March 2021** - BNM in its First Quarter Engagement presented its vision on Digitalisation for the sustainability of the MSB industry. Taking this trajectory for the industry seriously, MAMSB established its Digital Taskforce on 15 April 2021.
- **28 April 2021** - MAMSB received BNM's comments on its proposal slides entitled "MAMSB Industry Proposal Digitalisation Roadmap For Class C MSB Companies". The Digital Taskforce met several times to discuss BNM's comments and provided clearer explanation on the framework.
- **29 June 2021** - MAMSB reverted to BNM on final slides.
- **7 July 2021** - BNM presented their slides, "Towards Digitalisation" and put forth their proposal on how to digitalise the MSB industry.
- **22 July 2021** - MAMSB was ready with its MSB Digital Master Framework for mobilisation.



MSB Digital Master Framework 2021

DIGITAL INITIATIVES	CAPACITY BUILDING	BUSINESS MODEL & EXPANDING MSB OPERATIONS
<p><u>DELIVERABLE 1</u></p> <p>Workshop on Review of BNM's Digital Requisition List</p> <p><u>DELIVERABLE 2</u></p> <p>Workshop on Understanding Remittance Assessment Processes</p> <p>Date: 2 November 2021</p> <p>Title: Review on BNM's Digital Requisition List and Understanding Remittance Assessment Processes</p> <p>Time: 9.30am to 11.30am (Review of drl) 11.30am to 1.00pm (assessment processes)</p> <p>Attendees: 61 pax</p>	<p><u>DELIVERABLE 3</u></p> <p>Workshop on IT Management & Cyber Risk Threats for SMEs in the MSB Industry</p> <p>Date: 8 December 2021</p> <p>Title: Workshop on IT Management & Cyber Risk Threats for SMEs in the MSB Industry</p> <p>Time: 9.30am – 11.30am</p> <p>Attendees: 219 pax</p> <p><u>DELIVERABLE 4</u></p> <p>Focus Group: Product Design Sprint-Overview for Innovators</p> <p>Event: 27 April 2022</p> <p><u>DELIVERABLE 5</u></p> <p>Webinar I : The MSB Industry – Embracing Consolidation as a Key Enabler Towards Survivability</p> <p>Date: 29 September 2021</p> <p>Title: The Malaysian Money Services Business Industry -Embracing Consolidation as a Key Enabler Towards Survivability</p> <p>Time: 9.00am – 12.00pm</p> <p>Attendees: 66 pax</p> <p><u>DELIVERABLE 6</u></p> <p>Workshop – Legal Perspective and Preparation for Consolidation</p> <p>Date: 13 October 2021</p> <p>Title: Legal Perspective and Preparation for Consolidation on 13 October 2021</p> <p>Time: 1 day / 2 sessions</p> <p>Attendees: 36 pax (total)</p>	<p><u>DELIVERABLE 9</u></p> <p>Part 1: Revise Operational and Regulatory Framework for the Multi-Principal Agent Business Model</p> <p>Date: 26 October 2021</p> <p>Power point presentation covering the following was presented to policy department.</p> <p>(i) background (ii) identified issue (6 items) (iii) framework (22 features) (iv) simulations (6)</p> <p><u>DELIVERABLE 10</u></p> <p>Prepare Benchmark Report on 3 Other Jurisdictions that are Operating Using Multiple Remittance Providers for a Single Agent– Uk , Australia and Singapore</p> <p>Date: 27 November 2021</p> <p>Benchmarking report was undertaken with IME compliance officers in 3 jurisdictions; Singapore, Australia and UK and was submitted for BNM's consideration</p> <p><u>DELIVERABLE 11</u></p> <p>To Obtain Policy Decision from BNM for Licensees as Reporting Institutions be Allowed to Onboard Another Reporting Institution</p> <p>Class C to onboard end-users for Class A & B which offers digital remittance products or e-money issuers via a face-to-face KYC</p> <p>As the blue-collar market is primarily the unbanked this will allow for better accessibility and promote compliance</p>

DIGITAL INITIATIVES	CAPACITY BUILDING	BUSINESS MODEL & EXPANDING MSB OPERATIONS
	<p><u>DELIVERABLE 7</u></p> <p>Webinar II: The MSB Industry – Towards a More Competitive National Ecosystem (Title Tbc)</p> <p>Event: tbc – March 2022</p> <p><u>DELIVERABLE 8</u></p> <p>Industry Engagement: Funds/ Grants and IT Advisory From MDEC</p> <p>Date: 20 October 2021 [Northern & Central] 27 October 2021 [Southern, East Coast & East Malaysia]</p> <p>Title: MDEC presentation on reliefs, grants and incentives</p> <p>Time: 2.30 to 5.00pm</p> <p>Attendees: members</p>	<p><u>DELIVERABLE 12</u></p> <p>To Obtain Approval from BNM for Class C be Allowed to do Cash-In/Top Up Funds Into Mobile Wallet as Well as Cash-Out</p> <p>Bank response: 24.11.2021</p> <p>The Bank may consider such arrangement based on case-by-case basis in view that-</p> <ul style="list-style-type: none"> (a) Approval requirement is applicable for Class C licensee under Section 19 to undertake additional business activity; and (b) Approval requirement is required for Class A & B licensee pursuant to outsourcing requirements. <p>• Additionally, licensees need to observe the requirements as outlined under Paragraph 16 of the AML/CFT and TFS for FIs Policy Document (Reliance on Third Parties)</p> <p><u>DELIVERABLE 13</u></p> <p>To Obtain Approval from BNM for Class C be Allowed to do Collection for Remittance Transactions that are Staged on a Digital Remittance Application.</p> <p>Bank response: 24.11.2021</p> <p>The bank may consider such arrangement based on case-by-case basis taking into account that-</p> <ul style="list-style-type: none"> (a) approval requirement is applicable for Class C licensee under section 19 to undertake additional business activity; and (b) drsp may require approval from the bank to appoint Class C or non-licensees to offer these services. In this respect, the digital remittance players DRSP shall also assess whether their proposed business model falls under material outsourcing requirements in line with the revised Governance and Risk Management

Key Thrusts for 2022-2026

Whilst the digitalisation and Innovation agenda will take priority in the next term, we aim to mobilise the key action plans listed out in the MAMSB Strategic Blueprint 2022-2026 (SBP-2) by Q2 2022 to further fulfil the mission and vision of the industry to achieve professionalism and modernisation. In alignment with our SBP-2, the key deliverables proposed for the industry are as below:



Human Capacity Building

Development of the MSB Digital Master Framework 2022

- Engaging with members more regularly to help address challenges in moving to the digital space.
- Initiatives towards encouraging consolidation (mergers and acquisition) and other business models for MSB players to have stronger capital investment.
- Providing workshops and seminars on digital remittances and innovation for new product design and value-added services.
- Creating a strong platform for sharing of information, best practices and knowledge amongst MSB players on regulatory processes and requirements related to the MSB Digital Drive.

Synergistic Alliances & Engagements

- Compliance
 - Continued training and accreditation programmes to promote strong compliance culture under GOCO
 - National Forum on Compliance (GOCO & EONG)
 - Mobilise a programme on AML/CFT and Risk for MSB Board of Directors apart from MDEP
 - Mobilise an in-house refresher course for MSB CEOs on corporate governance.
 - Establish MAMSB as a reputable training institution for MSB industry

Domestic and International Engagements

- To continue building strategic relationships with stakeholders, relevant organisations and MSB associations domestically and internationally
- To strengthen relations with related ministries, government agencies, enforcement departments, and embassies.
- Connecting with e-payment services MSB players for industry connectivity and inclusion.
- To address illegal MSB players in the eco-system in a more effective way.
- To build improved reputation and public confidence
- To foster customer care and confidence

Rebranding for Excellence

International Conference

- Having international conferences in collaboration with other event partners
- Promoting and branding MAMSB as an Industry Lead Body for MSB nationally and internationally
- Contributing as speaker in international forums and vice versa
- Promoting digital media like The Xchange and contributing to other media channels

Customer Care

- Inaugural Programme with Tourism Malaysia -initiating awareness with all tour agencies on MAMSB's role and promoting MSB licensees as authorised money exchange players
- Monitoring of MAMSB's feedback channel on performance of MSB players and timely response.
- Continued engagement with local associations for mutual sharing of best practices.
- Working with local municipalities and authorities to be aware of MAMSB and the role of money changers and remitters in their respective regions.

The MAMSB Strategic Blueprint 2022-2026

The Association's aspiration to modernise and transmogrify the MSB industry towards a more professional platform in the Malaysian financial eco system is grounded on the MAMSB Strategic Blueprint which is developed by the industry once in every five years. Whilst the industry will kickstart the action-plans under the new blueprint by Q2 2022, the MAMSB Strategic Blueprint 2022-2026 is expected to be launched officially by June 2022.

The inaugural Strategic Blueprint 2015-2020 (SBP 1) successfully identified the 6 Strategic Outcomes derived from the 3-fold objectives of the Association. These Strategic Outcomes have been the guiding pillars for MAMSB to develop initiatives to achieve its objectives as depicted below.

Strategic Blueprint (SBP) To Transform MSB Industry Into A Progressive, Modern & Strengthened Industry

SBP STRATEGIC OUTCOMES

Enhanced professionalism & compliance culture

Competitive & dynamic MSB Industry

Increased usage of formal MSB channels

Improved reputation & public confidence

Availability of competent, capable & adequate talent pool

Efficient & sustainable MAMSB

SBP OBJECTIVES

Modern and professional MSB Industry

Strengthened safeguards to preserve integrity of industry

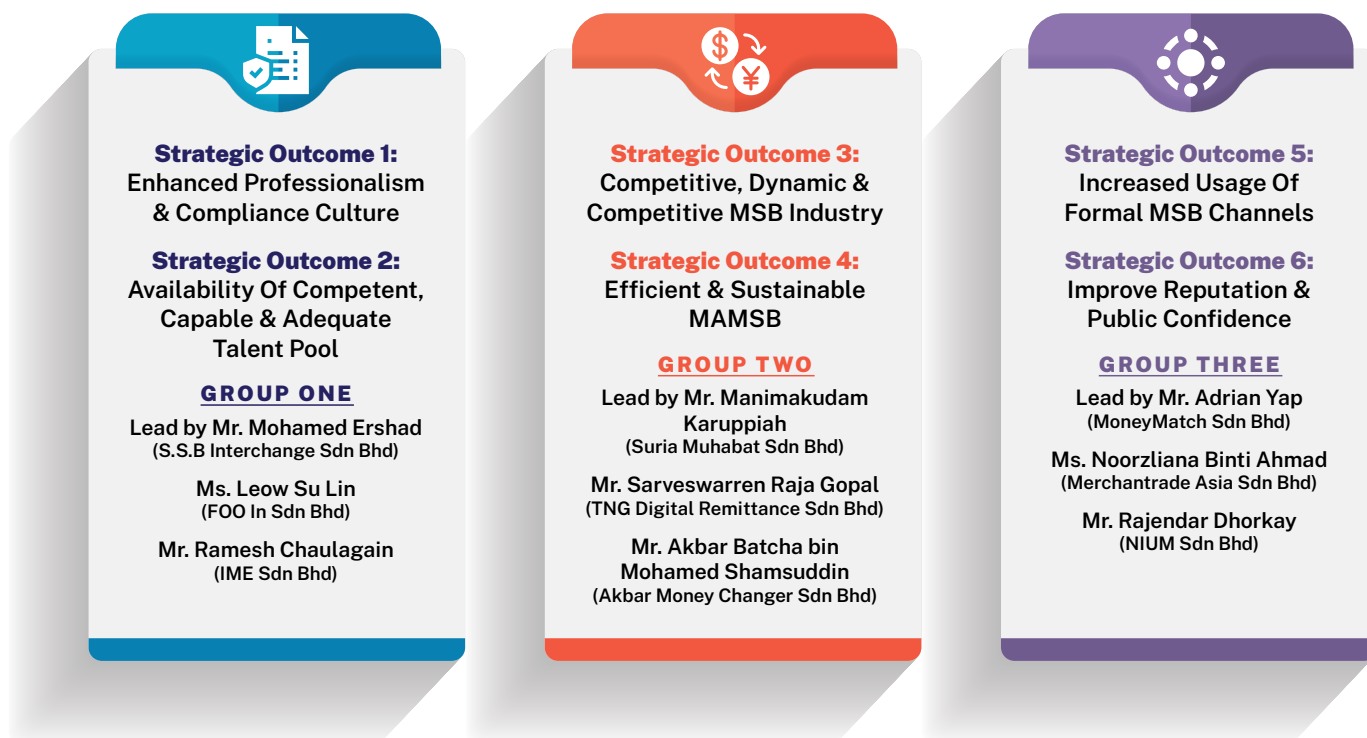
Enhanced protection for consumers

MAMSB VISSION

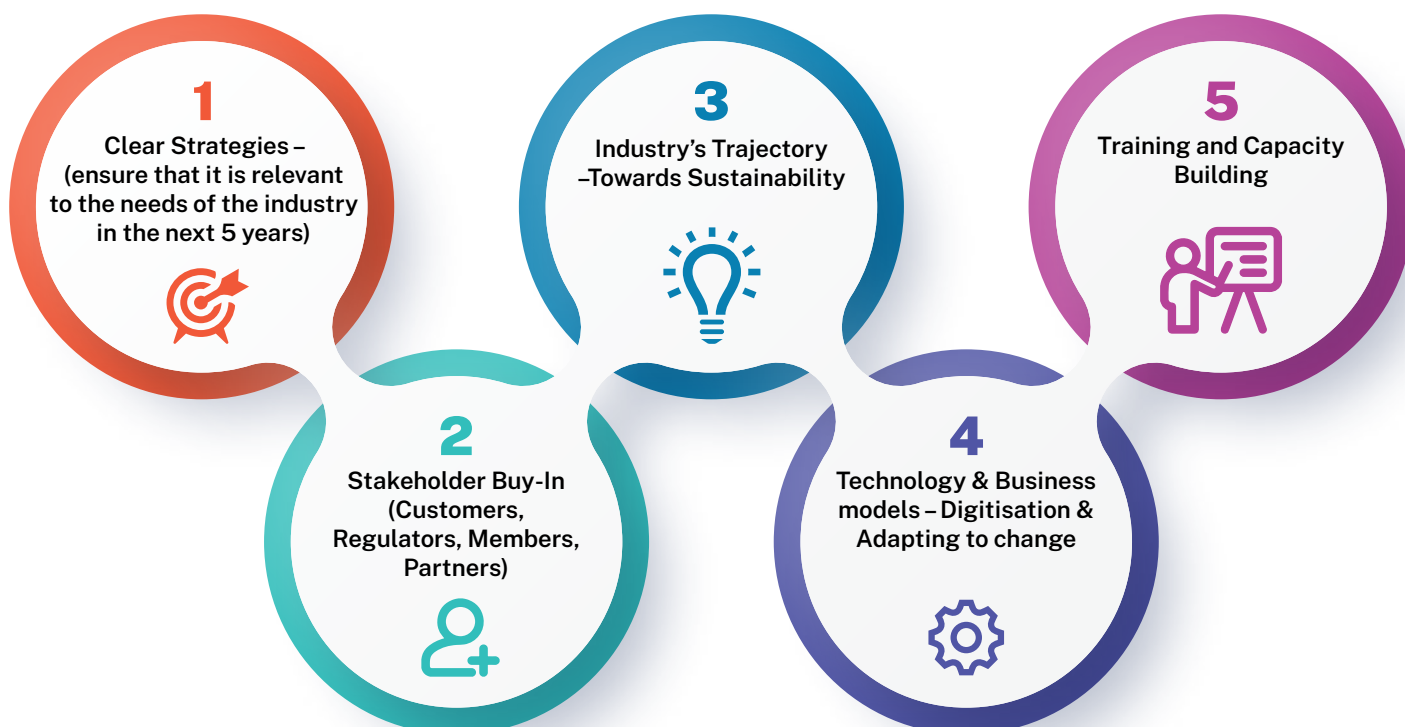
Alignment with national agenda to promote modernisation and professionalism of MSB industry

A SBP-2 taskforce was mobilised by the 2nd week of January 2021 to develop a more robust and relevant Blueprint that will meet the new megatrends of the global MSB landscape. MAMSB aim is to catapult our brick-and-mortar segment towards digitisation and precipitate the growth of the industry in a holistic manner with new business models, technology and innovation strong compliance and governance. This Taskforce comprised of strong MSB players in the digital eco economy and licensees from all 4 classes, in the industry

The composition of the Taskforce is as below:



The Key Enablers used to develop the SBP 2:



The progress update and status of the action-plans initiated since the SBP-1 and the identified action plans under the SBP-2 is listed below.

	Initiatives	SBP 2015 – 2020 Status	SBP 2022 – 2026 – Moving forward
1	Accreditation Program for MSB Compliance Officers	On Going	To continue the accreditation programs for newly appointed Compliance officers. To engage Accreditation Agency on renewal of existing Compliance Officers Accreditation status.
2	Customized AMLCFT Program targeting numerous groups	On Going	To continue AMLCFT Program to wider stakeholders including CEOs and Directors as an addition to existing AMLCFT Program for Compliance Officers & Front Liners
3	Compliance Clinics	On Going	To continue Compliance Clinics based on members response on the specific subject matters as and when regulator introduce new regulatory or reporting requirements
4	E-Learning initiatives	Not Started	To design, develop and implement E-Learning Framework as part of MAMSB Education Hub and Training Centre
5	Continuous Professional Development Point System	Started -Initial Framework	To continue CPD Framework Development with narrowed down target of KRPs which to be implemented on the CEO and Head of Compliance.
6	Regular Conferences, Seminars, Talk Series, Webinars and etc.	On Going	To continue seminars and webinars as regular basis with current and upcoming topics
7	Building MSB Resource Centre (via website) --as industry reference point	Not Started	To Initiate & Implement MSB Resource Centre in MAMSB website by identifying the contents and resource contributors
8	Strengthening GOCO trainers	On Going	To continue strengthening of GOCO Trainers by including well diversified knowledge subject matters expert especially on financial technology and regulatory compliance
9	Active CO engagement via Compliance Networking Group	On Going	To continue active engagement between compliance officers in GOCO
10	Leveraging on/Promote MSB Advisor Mobile Application to build Association brand, promote the industry/member products and services, highlight legal channels and report illegal channels	Started	To discontinue MAMSB Advisory Apps due to only 1000 downloads since launched on 1st March 2018 and last updated 3rd December 2019. Digital MSB players also investing on their own apps and MAMSB Advisory Apps features does not support digitalization. No reasons for public to download and use the said apps.
11	Mystery Shopping focussing on bottom 25% from the MCX Benchmarking Survey	Not Started	Dropped as no clear objectives and mystery shopping is role of regulator.
12	Collaborating with IMTC for yearly REMTECH Awards	Completed -1	To introduce and arrange an Industry Awards for MSB Players
13	Collaborating with the Malaysian Insurance Institute for MSB Customer Service Training	Not Started	Dropped as not relevant to MSB Industry

	Initiatives	SBP 2015 – 2020 Status	SBP 2022 – 2026 – Moving forward
14	Establish Customer Service Standards for MSBs	Not Started	To Initiate and implement Customer Service Standards for MSBs via a structured and customised Customer Service training module by MAMSB Education Hub
15	Effective handling of Customer Feedback	Completed	No Changes as Customer Feedback notices has been implemented throughout the industry. Policy and Procedures of Customer Feedback handling will be incorporated into the Customer Service Training module.
16	Strengthening MSB Code of Conduct ("COC")	On Going	To continue with additional Code of Ethics for the industry
17	Streamline/Standardize Business Practices on Critical Areas	Not Started	Dropped because not practical to standardize business practices
18	Industry Blacklist to protect industry	Not Started	Dropped because MAMSB unable to establish and maintain industry blacklist due to the legal risk
19	Screening Bureau Solution housing relevant sanction lists, PEP list & Industry Blacklist.	Not Started	Dropped because MAMSB cannot involve in MSB Business Operations and should not held liable in Compliance aspect of its members operations. Suggest to make it compulsory for system vendors to incorporate live sanctions list into the MIS system.
20	Promotion of e-KYC solutions to reduce compliance cost	On Going	To continue MAMSB digitalization program with focus on overall class c digitalization transformations.
21	Strategic partnerships with organizations such as MDEC, MINDA, ICLIF, Research & Advisory Companies	On Going	To continue establish strategic partnership with other relevant organizations
22	Mentoring program for member companies that are keen to take their company to the next level or digitalize services.	Not Started	To Initiate and Implement an Advisory Sessions by Merged entity to create awareness, to educate and upskill members
23	Strategy Workshops to help nurture small and medium companies to reinvent themselves	On Going	To continue strategy workshops with guided mechanism to reinvent and innovate
24	Open overseas channels for members to expand their reach	Not Started	Dropped because it's a individual company strategic directions
25	Leverage on MAMSB website and MSB Advisor to promote members	On Going	To continue on Website & Digital Newsletter and to discontinue MSB Advisory
26	Facilitate the introduction of currency risk management tools for the MSB Industry e.g. BMD Currency Futures Contract	Not Started	Dropped. To create awareness on currency risk management via training modules
27	Facilitate the setting up of a Consortium to help boost competitiveness and operational capacity of members	Not Completed	Dropped. MAMSB to continue to boost competitiveness and operational of members based on members strategic directions. MAMSB not in position to setting up any best business models for its members

	Initiatives	SBP 2015 – 2020 Status	SBP 2022 – 2026 – Moving forward
28	Facilitate the launch of innovative tech driven ideas	Not Started	MAMSB to Initiate & Implement Design Print Workshop to help members to innovate their products and services
29	Enhance Consumer Awareness of Legal Channels	On Going	To continue engagement with MOTAC and other agencies
30	Members to reward customers that use legal channels via periodic lottery scheme	Not Started	Dropped. No clear objectives and mechanism.
31	Members to provide tip off rewards to those that flag illegal operators	Not Started	Dropped because giving rewards for tip off will exposed the informer. A better mechanism needed on actions after tip off. Engage BNM on time duration and follow up process in any reports against illegal operators are lodged.
32	Engage LEAs such as Police and Customs on controlling illegal cross border movement of currencies by sharing information, equipping LEAs and provision of prominent notices at checkpoints	On Going	To continue engagement with LEAs.
33	Work with BNM to engage local councils, mall operators and banks to curb illegal operators	On Going	To continue engagement with related parties to curb illegal operators especially mall operators can be educated to look for BNM License or Agent Appointment Letters.
34	Participation in yearly Certified Financial Investigator Program (CFIP) to create awareness amongst LEAs of MSB red flags, MO of illegal operators and smuggling of currencies	Not Started	Dropped. Engagement with LEAs in various aspects will be continued
35	Mystery shopping on members to ensure right practices are in place and relevant standard notices are displayed.	Not Started	Dropped. Mystery shopping currently being done by regulator and principals
36	Partnering/Networking with well-known entities to raise profile via brand association	On Going	To continue networking to promote association brand
37	Engaging MSB Associations for collaborations and sharing of best practices	On Going	To continue engagement with Foreign MSB Associations and Agencies. Currently engaging with IAMTN and AUSTRAC
38	Leveraging on FSTEP as talent pipeline for Head of Compliance/Future Leaders	Not Started	Dropped. MAMSB will be a education hub and training centre as part of efforts to provide the industry with human capital
39	Benchmarking against ACAMS competency standards	Not Started	Dropped. No clear objectives.
40	Candidate registry for vacant positions	Not Started	Dropped. Suggested to allow members to advertise vacancies in MAMSB website.
41	Development of Staff Pinching Guidelines	Not Started	To Initiate and implement Staff Pinching Guidelines as part of Code of Conduct

	Initiatives	SBP 2015 – 2020 Status	SBP 2022 – 2026 – Moving forward
42	Partner with suitable Training Provider to develop WIM for CO Boarding Program, and Management Development Program using NOSS.	Not Started	Dropped. All educations & training program will be decided by education taskforce including module development and registration under HRDCorp
43	Management/Leadership Development Programs	Not Started	To initiate and implement Corporate Governance Training program designed for MSB CEOs and Directors
44	MAMSB Members' Services Portal	Completed	Completed. No any further changes.
45	Development of E-Money Exchange Platform	Not Started	Dropped. MAMSB will not involve in members operations but will continue to educate it members in any subject matters needed including e-money transactions know how.
46	Engagement with various High Commission/Embassy officials	Not Started	To initiate and implement awareness and information sharing program with main foreign workers corridors
47	Partnering with Correspondent Banks to highlight issues to relevant Central Banks and educate migrant workers	Not Started	Dropped. No clear objectives
48	Media campaign to highlight MAMSB's role as the voice of industry and legal channels	Not Started	To initiate and implement campaign to highlight MAMSB members are the legal channels. Focus on engagement with MOTAC.
49	Promote cashless payment solutions to reduce cash in the industry.	On Going	To continue various efforts to promote cashless payment solutions including Request for Proposal as part of Digitalization drive
50	Development of e-KYC Solution	Not Started	Dropped. MAMSB will not involve in members operations but will continue to educate it members in any subject matters needed including e-KYC transaction mechanism and solutions
51	Promote synergistic product/ service offerings at MSB Counters	Not Started	To initiate and implement via Request for Proposal to brings various synergistic products and services to members to offer their customers
52	Partnering with synergistic parties to promote industry players	Not Started	Dropped. No clear objectives.
53	Best practices and articles relevant to members shared via e-mail and established member chat groups	Started	To continue sharing on best practices and related articles via email and via proposed members resource centre in MAMSB website
54	Streamlined messaging to the public through Advisories (as and when required)	Not Started	Dropped. Discontinue of the MAMSB Advisory Apps
55	Collaborating with CONG & AIF on yearly IFCTF event	On Going	To Initiate a MSB Event where MAMSB will be hosting a MSB Conferences

Strategic Outcome 1: Enhanced Professionalism & Compliance Culture

Strategy 1	Develop MAMSB as Capacity Building Institution for its members
Action Plan	<p>MAMSB to develop and offer both knowledge and skills-based courses:-</p> <p>Knowledge Based Courses:</p> <ol style="list-style-type: none"> AMLCFT for CEOs/Directors Corporate Governance for CEOs/Directors AMLCFT FOR Front Liners Digital & Fintech Cybersecurity <p>Skill Based Courses:</p> <ol style="list-style-type: none"> Management skills for CEOs/Directors Customer Service skills for Front Liners Business Ethics <p>MAMSB to have a Smart Partnership with Other Education Institutions to build Education Hub within MAMSB beyond Money Services Business industry</p> <p>Smart Partnership Organizations:</p> <ol style="list-style-type: none"> Local Universities Accreditation Agencies Malaysian Communications and Multimedia Commission (MCMC) Malaysia Digital Economy Corporation (MDEC) <p>MAMSB to promote its Education Hub to other related and synergetic financial institutions</p> <p>MAMSB to invite internal or external trainers to offer courses customised to Money Services Business industry</p> <p>MAMSB to partnership with other training providers to offer bulk training modules</p> <p>MAMSB to engage FAA on reaccreditation process of existing accredited compliance officers</p>
Responsible Party	<ol style="list-style-type: none"> Education Committee GOCO Committee
Rationales	<ul style="list-style-type: none"> Education is the main key to drive members for better professionalism level and compliance culture, having a training centre that covers industry related courses and not limited to compliance only will help members to strive better including in compliance, financial technologies, business ethics and product innovations. MAMSB has extensive modules in compliance which can be offered to other Financial Institutions including e-money players. MAMSB has been registered as a Training Provider under HRDCorp since 2019 thus can extend its courses to other sector of the economy.

Strategy 2	MAMSB to initiate and implement E-Learning Modules for Continuous Education of Members
Action Plan	<p>Continuous education and upskilling via e-learning modules:-</p> <ul style="list-style-type: none"> A. Compliance B. Risk Assessment C. Development and Governance of Standard Operating Procedures (SOP)s in relevant aspects of the MSB industry D. Digitalization E. Customer Service <p>MAMSB website to be incorporated with Learning Management System (LMS)</p> <p>MAMSB to promote and assess e-learning modules content development by subject matter experts within the industry and related sectors.</p>
Responsible Party	<ul style="list-style-type: none"> A. Education Committee B. GOCO Committee
Rationales	<ul style="list-style-type: none"> • As a continuous Education module, training need to be conducted regardless the face-to-face training restrictions especially during these times of the pandemic. • E-learning modules can be offered beyond geographical boundaries -Malaysia as a FATF Members, we can offer our training programme for FATF observer such as Indonesia • Numerous subject matters could be taught via E-Learning. Under compliance subject matter alone, refresher courses, topical courses, policy courses and practical compliance courses in addition to regulatory reporting courses can be taught. There are capable individual(s) able to provide training material. The issue is how well will they be remunerated in view of their hours spent. Alternatively, they could produce copyrighted and sell the material(s) to the industry. Its mutually benefit solution.
Strategy 3	Develop Best Practices Sharing Platform for Industry Professionals
Action Plan	<p>MAMSB to establish a formal Best Practices Sharing Platform for Industry Professionals via Periodic Webinars</p> <ul style="list-style-type: none"> • To identify and invite key speakers among industry experts and accredited compliance officers • To identify relevant subjects for webinars • To organize and schedule periodic webinars sessions
Responsible Party	MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • GOCO needs a recognition including from other Financial Institutions to build a better perspective on the Money Services Business • Sharing information and discussing possible solutions for an issue via professional group will encourage better compliance culture via peer-to-peer interaction process.

Strategy 4	To establish a MSB Industry Reference Resource Centre via MAMSB website
Action Plan	<p>MAMSB to develop its website and utilize MAMSB LinkedIn to publish:</p> <ul style="list-style-type: none"> A. Circulars B. Materials from Engagement Sessions, Seminars, Trainings, Talks Series C. Guides and Articles D. Latest Currency Developments E. Important Links F. List of Service Providers G. Calendar of Events
Responsible Party	MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • MAMSB being the only source of information on MSB industry apart from BNM and by being a resource centre, accurate information will be accessible for industry players, researchers and public.
Strategy 5	To review Code of Conduct and monitor its implementations
Action Plan	<ul style="list-style-type: none"> • To Review Code of Conduct –overall review on its contents and implementations • To develop a Code of Ethics that will guide the members on ethical practices in the form of case studies • To organise annual Refresher Course on Codes regionally • To organize Code of Conduct training modules for director • To conduct surveys in the industry on industry impacting issues: <ul style="list-style-type: none"> 1. Staff Pinching 2. Principal -Agency complaints • To design and develop a staff pinching solution framework -Employee Poaching Etiquette
Responsible Party	<ul style="list-style-type: none"> A. Code of Conduct Committee B. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • The current COC needs to be complemented with more members that can participate earnestly in the initiatives. Even though the Committee is complimentary to BNM, CoC should play a more significant role as it addresses the core essence of the industry; ethics and good conduct towards the customer and amongst the industry players. • Member's awareness and understanding of Code of Conduct need to be re-established and increased

Strategy 6	To organize Public Awareness programs to emphasize on usage of Formal Channel to conduct MSB Activities
Action Plan	<ol style="list-style-type: none"> 1. Accessibility to report illegal MSB activities and complaints against providers via MAMSB Website 2. Leverage on Central Bank Public Awareness Program 3. Pamphlets and notices that can be placed in travel agencies, mobile & accessory vendors, 4. To collaborate with MOTAC on how to inform and educate tourist to use legal MSB channels 5. To reach out to various municipalities and local governments to make industry presence stronger
Responsible Party	MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • It is very crucial for public to aware of this industry development and its contributions to the economic sector and country developments
Strategic Outcome 2: Availability of Competent, Capable & Adequate Talent Pool	
Strategy 7	To develop a systematic Continuous Education Program for Key Responsible Person
Action Plan	<ul style="list-style-type: none"> • To Identify industry Key Responsible Person Roles –Senior Management and above • To assess scoring mechanism for KRPs • To get BNM feedback on scoring maintenance mechanism • To work parallelly with MAMSB Education Hub development • To establish scoring mechanism in discussion with BNM • To evaluate appropriate timelines for CEP fulfilments
Responsible Party	Education Committee
Rationales	<ul style="list-style-type: none"> • A compulsory CEP could be imposed to enable a mandatory knowledge enhancement and ability to stay relevant. • New modules and refresher course could and should be incorporate into CEP. Ideally should apply to all segments across the board: Directors, COs, Senior Management and even Teller. • There should be beneficial ecosystem to support and encourage (and motivate) participation in this kind of program.
Strategy 8	To develop and organize Talent Recognition Award Programme
Action Plan	<ul style="list-style-type: none"> • A compulsory CEP could be imposed to enable a mandatory knowledge enhancement and ability to stay relevant. • New modules and refresher course could and should be incorporate into CEP. Ideally should apply to all segments across the board: Directors, COs, Senior Management and even Teller. • There should be beneficial ecosystem to support and encourage (and motivate) participation in this kind of program.

Responsible Party	Education Committee
Rationales	<ul style="list-style-type: none"> • Prestigious Award and Reward Model that it is worth the achievement. It must have substantial recognition element. Founded on this principle, critical compliance thinking would be a by-product.
Strategy 9	To organize Workshops to help members which are under the SME Category to reinvent themselves
Action Plan	<ol style="list-style-type: none"> 1. Engagement Sessions with Fintech Association of Malaysia on digitalization initiatives. 2. Exploring and Discussing Regulatory Technology (RegTech) to enhance compliance processes and its relevance in the MSB Industry. 3. Engagement Sessions with MDEC and SMECorp 4. Engagement with HRD Corp on trainings (Members which are eligible under the law to contribute may be availed with several training incentives)
Rationales	To enable the MSB industry players who are SME registered to be availed with incentives
Strategic Outcome 3: Competitive, Dynamic & Sustainable MSB industry	
Strategy 10	To have continuous Merger & Acquisitions encouragements initiatives
Action Plan	<ul style="list-style-type: none"> • To establish formal Merger & Acquisitions channel for interested members • To organize a Merger & Acquisitions workshop –sharing of experience and structured way forward –Legal knowledge • To discuss with BNM –incentives for consolidated companies
Responsible Party	Education Committee
Rationales	<ul style="list-style-type: none"> • Members have mixed perception on Merger & Acquisitions due to lack of clear guide on the whole process. • Members have some concerns that need to be addressed by the regulator including incentives
Strategy 11	To have Industry wide Digitalization Initiatives
Action Plan	<ul style="list-style-type: none"> • To drive and implement business plans favourable to the industry for sustainability aligned with BNMs aspiration. • To invite Industry for competition to come out with innovative and value-added products for adoption • To have a continuous Request for Proposal mechanism as to invite new products or services to be offered industry wide to end consumers • To invite E-Money players to explore potential of using existing extensive MSB infrastructure and network for end consumers cash in and cash out, digital remittance & due diligence processes

Responsible Party	<ol style="list-style-type: none"> 1. IT Committee 2. Digitalization Taskforce
Rationales	<ul style="list-style-type: none"> • Members are ready to embark for digitalization but the risk and reward is a big concern looking into performance of many other digital players. • A cooperation among e-money players with MSB players will lead to synergy – using e-money technology and MSB network and infrastructure
Strategy 12	To have approval for industry wide offering under Section 19 for products and services that brings important benefits to consumer and support national digitalization agenda
Action Plan	<ul style="list-style-type: none"> • To discuss with regulator on KYC by MSB Players for and on behalf of e-money players and MSB Digital Players – Reporting institutions • To engage e-money players to evaluate mutual benefits for both sector by utilising each other strengths especially Cash In Cash Out activities where e-money players utilise MSB physical infrastructure
Responsible Party	IT Committee
Rationales	<ul style="list-style-type: none"> • E-money is booming but the study shows that the adoption is very low for white collar and above 48 years old thus MSB can be a tool for digital inclusion for unserved target market. • MSB to do and assist on boarding process of unserved target market especially white-collar foreign workers in Malaysia. • This is not a multiple principal arrangement –no monetary transactions via MSB outlet but only Customer on Boarding Process/KYC
Strategy 13	To assess and assist adoption of Digital Currencies
Action Plan	<ul style="list-style-type: none"> • To conduct survey on acceptance and readiness of Members to undertake Digital Currencies transactions • To engage Members and BNM to explore possibilities of undertaking transactions of Central Banks Digital Currencies • To engage Digital Currencies trade platforms to utilise MSB as Cash In Cash Out
Responsible Party	<ol style="list-style-type: none"> 1. IT Committee 2. Digitalization Taskforce
Rationales	<ul style="list-style-type: none"> • Digital currencies and Crypto currencies cannot be separated for digitalization of financial instruments and financial institutions • As a Money Services Business –dealing in various currencies for decades, new currencies and new form of currencies need to be included in MSB operations

Strategy 14	To engage Regulator for Regulatory Reforms
Action Plan	<ol style="list-style-type: none"> Regulatory Reform on MSB License tenure <ul style="list-style-type: none"> To engage regulator for issuance of license with perpetual license for all MSB players Regulatory Reform on forward transactions <ul style="list-style-type: none"> To engage members on demand for forward transactions To explore forward transactions arrangement with commercial banks To engage regulator to evaluate forward transactions by MSBs Regulatory Reform on Holistic MSB Operations <ul style="list-style-type: none"> To engage the Regulators for approvals on 3 business models proposed under the Digitalization Drive for the MSB industry
Responsible Party	MAMSB Secretariat, GOCO, Class Representatives
Rationales	<ul style="list-style-type: none"> Perpetual licenses will help the digitalization drive by securing new investor or investment as a long-term license gives more confidence to the investors. Helps long term business planning and also long-term employment opportunities for talents. Regulator already have control mechanism in place such as audit and periodic assessment. Regulator have the ultimate power to revoke license for serious breach and repetitive non-compliance. Corporate consumer request for forward transactions as a tool for hedging purposes thus MSBs can offer forward transactions as new product and services. Some members capabilities are constrained due to the existing framework and regulations.

Strategic Outcome 4: Efficient & Sustainable MAMSB

Strategy 15	To reform MAMSB Associate Membership to other related sectors
Action Plan	<ul style="list-style-type: none"> To establish task force to look into opening up associate membership to various stakeholders and players from other sectors including e-money To obtain a policy decision on the strategy from the Regulators for implementation
Responsible Party	<ol style="list-style-type: none"> Membership Committee MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> Generate additional revenue Increase members exposure to other relevant stakeholders Provide members with platform to interact and explore business opportunities

Strategy 16	To organize a regional MSB program
Action Plan	<ul style="list-style-type: none"> To organize a Virtual regional MSB Conference –products and services – sustainability To organize a National MSB Conference To organize a Virtual Webinar with World Bank and IAMTN
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> Generate additional revenue Increase members exposure to regional business practices Provide members with platform to interact and explore business opportunities
Strategic Outcome 5: Increased Usage of Formal MSB Channels	
Strategy 17	To organize awareness for using MSB Formal Channels
Action Plan	<ul style="list-style-type: none"> To engage with main foreign workers corridors embassies to create awareness to use official channel and the processes. –Bangladesh, Philippines, Myanmar, Indonesia and Nepal To create awareness to consumer via uniformed Social Media Campaign – members to blast via their respective social channels and customers Uniformed notices on premises –awareness on the consequences
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> Increase consumers awareness especially white-collar foreign workers Provide consumers with information on the processes and consequences using illegal channel
Strategy 18	To organize initiatives to reduce illegal remittance operator
Action Plan	<ul style="list-style-type: none"> To work with Regulator to engage local council, mall operators and banks to curb illegal operators. To engage companies and players that provide wage crediting to promote legal channels to workers especially those servicing plantations, manufacturing and construction industries To initiate engagement with Immigrations Department to explore compulsory request for Formal MSB Transactions receipt upon workers visa or permit renewal.
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> Easier outreach for consumers to use formal channel Reduction in illegal remittance operators

Strategic Outcome 6: Increased Usage of Formal MSB Channels

Strategy 19	To engage with Local Enforcement Agencies
Action Plan	<ol style="list-style-type: none"> Polis Diraja Malaysia (PDRM) <ul style="list-style-type: none"> To engage with PDRM to create strong awareness of MAMSB as an association regulated by BNM for the operations of the MSB. To create awareness on the status of the MSB industry as an Essential Service provider and build a strong reputation as a sector of the Financial Services. To engage with PDRM to get clarity on SOPs during MCO, EMCO and other restriction orders for MSB members To discuss rationale, process and procedures on investigation and raids. Malaysian Anti-Corruption Commission (MACC) <ul style="list-style-type: none"> To engage with MACC on a regular basis to explore how to identify an AML/CFT scenario in their business and how to report the crime. To organise workshops in the 4 regions to educate members on investigation and raid procedures To create a strong working channel to identify illicit MSB players and assist in investigations To share and publish shared information on AML/CFT incidents in the industry for purposes of discouraging illicit MSB activities – Name & Shame. To conduct seminars on section 17A of the Malaysian Anti-Corruption Commission Act 2009 on corporate liability.
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> Recent raids by MACC concerned members of their safety and lack of awareness to verify the authenticity of the officers or operations Members are not aware of their rights and entitlement during seizure of funds and process for recouping MSBs needs more typologies or transaction patterns to identify transactions related to corruptions
Strategy 20	To engage with Financial Institution Associations
Action Plan	<ul style="list-style-type: none"> To engage with Financial Institution Associations to increase reputation of MSB operations and explore methodologies on how to collaborate on MSB related issues. To engage with Financial Institutions on account issues -alternative or additional measures to avoid account closure
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> In 2020 the turnover from remittance activities was approximately RM41.5 billion out of which 26.5billion were via MSB channels. The industry needs to explore and identify why customers still prefer remitting via banking channels and how to allay their concerns on compliance and risks.

Strategy 21	To encourage Key Opinion Leaders from the Industry to publish articles and speak at conferences
Action Plan	<ul style="list-style-type: none"> • MAMSB to appoint representative to speak in ACAMS KL Symposium • GOCO and MAMSB representative to speak at IFCTF and other forums/Associations in other jurisdictions • ACAMS Today to carry interview from MAMSB Representative to highlight industry progress • MAMSB to have sound footprint in the International Association of Money Transfer Networks (IAMTN)
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • to build industry repo among financial intuitions and other reporting entities
Strategy 22	To engage regional MSB Associations
Action Plan	<p>Engaging MSB Associations for collaborations and sharing of best practices:</p> <ol style="list-style-type: none"> 1. Money Changing Association of Singapore / Remittance Association of Singapore 2. International Association of Money Transfer Networks (IAMTN) 3. Foreign Exchange & Remittance Group, UAE (FERG) 4. Australian Remittance and Currency Providers Association 5. Other Associations in Asia Pacific region 6. The World Bank
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • it will boost better compliance practices and business innovations • The above action initiatives will allow recognition and presence of MAMSB as a non-profit organization which aims to elevate the integrity of the MSB industry locally and abroad. Stronger and bolder participation by members from the MSB industry in these engagements will result in higher public confidence
Strategy 23	Networking with relevant local Institutions
Action Plan	<p>MAMSB to establish formal networking with the following institutions:-</p> <ol style="list-style-type: none"> 1. Association of Banks in Malaysia 2. Commercial Banks 3. Insurance Providers (LIAM) (PIAM and (MII) 4. Finance Accreditation Agency (FAA) 5. Asian Banking School (ABS) 6. Association of Certified Anti Money Laundering Specialists (ACAMS) 7. ICLIF Leadership & Governance Centre 8. Malaysian Directors Academy (MINDA) 9. Ministry of Human Resources-JPK, PERKESO, HRDF 10. Malaysian Digital Economy Commission (MDEC)
Responsible Party	1. MAMSB Secretariat
Rationales	<ul style="list-style-type: none"> • Partnership and networking amongst financial services affiliates will enhance MAMSB's credibility and inclusiveness in the financial Services sector.

Training & Continuous Education Programme

GOCO Training Programme

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 compliant, 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 2021 priority and importance was given to strengthening MAMSB's Group of Compliance Officers (GOCO) Committee to ensure consistent and frequent trainings be held for the MSB industry. We are indeed pleased to state that the Bank has declared in our Quarter 1 2022 industry engagement that the compliance standards of the MSB industry has gained maturity in meeting regulatory expectations.

Having said that 2020/2021 was a challenging year for the GOCO Committee, as it was not spared from

the impact caused by the pandemic. Learning curve took a turn, perhaps for good (to an extent) leaning more towards virtual training. Moving forward, the GOCO Committee Chairman decided that (4) AML/CFT Modules, out of which its first 2 modules along with Teller Module had to undergo training via Microsoft Teams. The Association took an affirmative decision to adopt the digital platform means to ensure that COs in our industry were availed with training and opportunity to complete the said module(s) and achieve full certification.

Notably, virtual training involves lesser amount of interactivity between trainer(s) and participants, and among the participants themselves. Module Assessments that used to be conducted after face to face training had to be postponed due to movement restriction orders and nationwide standard operation procedures(SOPs) on gatherings. Prior to November 2021, we faced a bottle-neck situation where participants who had completed each module and needed to sit for Module Assessments could not do so due to these SOPs. This resulted in unavoidable delays in conducting Module Assessments.

The transitional stage proved challenging for both participants and trainers, as both parties had to face the new norm – virtual learning and virtual training. The fear of the unknown on how to manage online training was a challenge the team faced by being equipped with the right resources and facilities. Adaptation fortunately, was not an unduly long process whilst technical glitches and internet lagging were issues that we realised had to be faced and tolerated. Whilst the challenges remain, GOCO Committee is confident that a hybrid arrangement may be needed as some subject matters are proven to be taught more effectively in a face-to-face environment.

The pathway moving forward would be digital training and the GOCO team is confident that Module 1 and 2 examinations which will be ready for launch of its trial run via an online platform soon. In Q2 of 2022, participants would probably be expecting to be placed on a new assessment platform. This platform provides almost immediate marking of the Module Assessment; hence it would not take long for participants to be notified of their assessment results.

2022 will be a year envisioned to bring MSB COs in the industry together for peer-to-peer connectivity, networking and engagement. MAMSB aspires to organise a MSB-GOCO in-house inaugural annual meet by Q3 and is ambitiously planning for a MSB Compliance Conference (tentatively subject to Government's rulings on any surge of Covid 19 cases,) in Q1 of 2023.

The Association thanks the GOCO Committee members for providing so much market intelligence, subject matter expertise and contribution to successful outcomes in the best interests of every

one of our members. Some of them have trained several modules and contributed their time and experience in ensuring the knowledge sharing for the benefit of COs in the MSB industry. The Association would also like to thank the companies represented by the members for allowing their COs to be part of this GOCO committee and journey towards educating the compliance officers in the industry.

GOCO Committee members 2021/2022 listed as below:

GOCO Committee 2021/2022

 <p>CHAIRMAN</p> <p>LEOW SU LIN FOO In Sdn Bhd</p>	 <p>VICE CHAIRMAN</p> <p>MANJEEV SINGH Money Match Sdn Bhd</p>	 <p>SECRETARY</p> <p>CHUN YUN XUAN Wang & Company Money Changer</p>	 <p>ASST SECRETARY</p> <p>NURUL ANA SHUKOR NIUM Sdn Bhd</p>
 <p>TREASURER</p> <p>ZHAO MEI XIANG Bigpay Sdn Bhd</p>	 <p>MEMBER</p> <p>LIM POH HONG Tranglo Sdn Bhd</p>	 <p>MEMBER</p> <p>MOHAMAD AZIZUL BIN ABDUL RAHMAN Mobile Money Sdn Bhd</p>	 <p>MEMBER</p> <p>GUNASEKARAN S RAGHAVAN Akbar Money Changer Sdn Bhd</p>
 <p>MEMBER</p> <p>STEPHANIE SHEILA PHAN MEI LOONG Everrise Money Changer Sdn Bhd</p>	 <p>MEMBER</p> <p>NOORHAMIDI BIN HISHAMUDDIN TNG Digital Remittance Sdn Bhd</p>	 <p>MEMBER</p> <p>AINUL HUDA JAMIL World Currency Sdn Bhd</p>	

MAMSB/GOCO Training Update for 2021

MODULE 1: UNDERSTANDING AML/CFT FRAMEWORK

Date	Region	Number of Participants	Mode of Training
27 January	Central	37	Virtual
19 February	All Regions	26	Virtual
6 April	All Regions	36	Virtual
7 July (AM)	All Regions	25	Virtual
7 July (PM)	All Regions	23	Virtual
5 August	All Regions	9	Virtual
14 October	All Regions	16	Virtual
Total: 7 Sessions		172	

MODULE 2: CUSTOMER DUE DILIGENCE PROCESS

Date	Region	Number of Participants	Mode of Training
2 June	Central	30	Virtual
3 June	All Regions	26	Virtual
8 July	All Regions	30	Virtual
11 August	All Regions	33	Virtual
21 October	All Regions	17	Virtual
Total: 5 Sessions		136	

MODULE 3: MANAGING SUSPICIOUS TRANSACTIONS

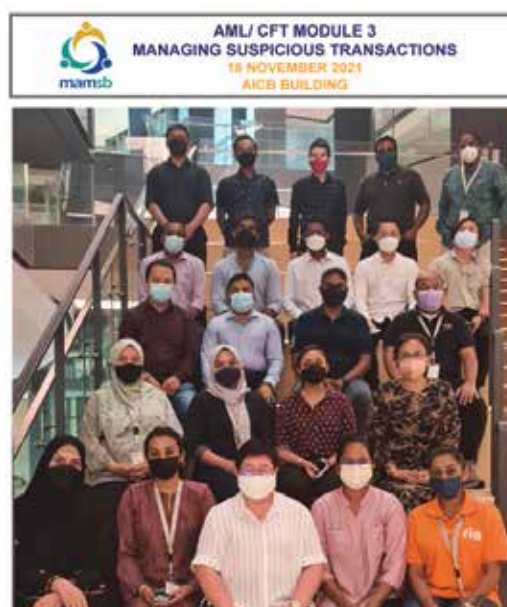
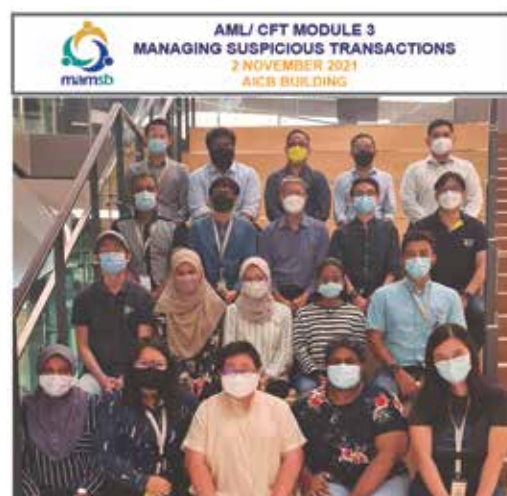
Date	Region	Number of Participants	Mode of Training
24 March	Central	21	Virtual
1 November	All Regions	26	Face to face
1 November	All Regions	19	Face to face
18 November	All Regions	23	Face to face
24 November	All Regions	11	Face to face
1 December	All Regions	19	Face to face
15 December	All Regions	8	Face to face
Total: 7 Sessions		127	

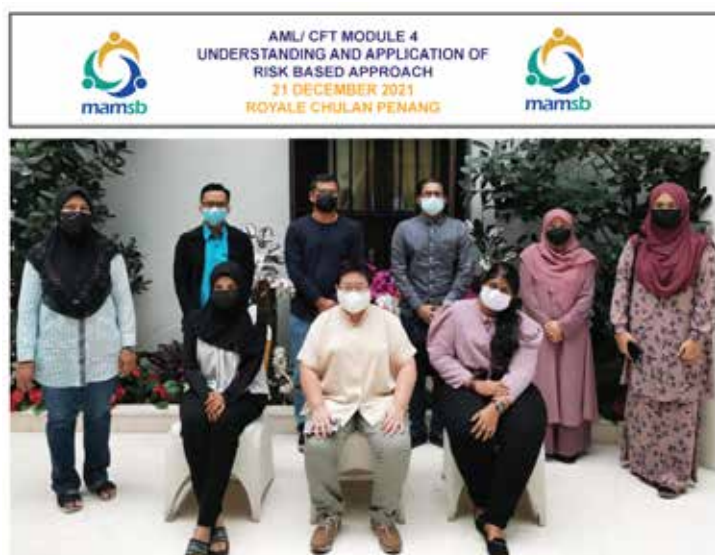
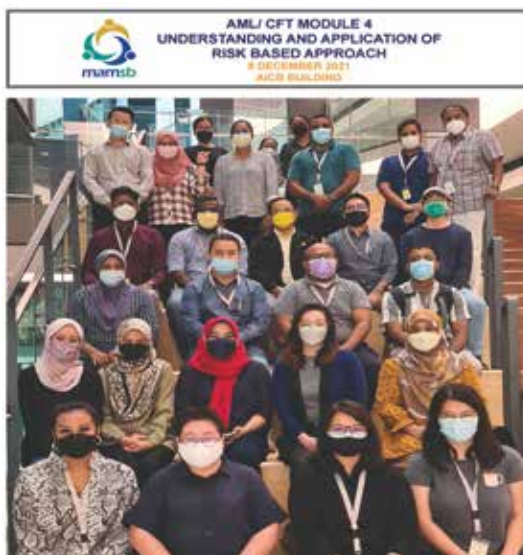
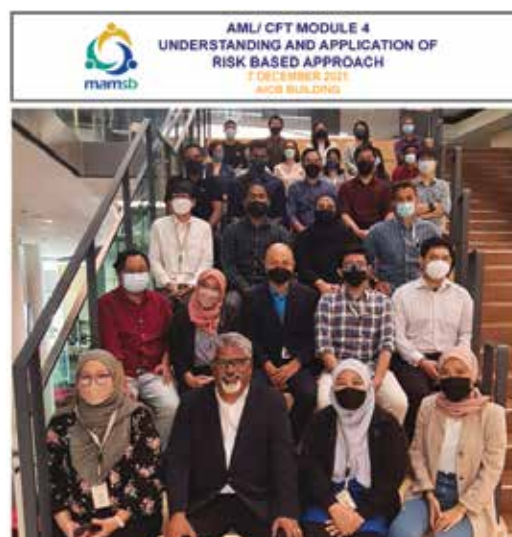
MODULE 4: APPLICATION AND UNDERSTANDING RISK BASED APPROACH

Date	Region	Number of Participants	Mode of Training
7 December	Central	29	Face to face
8 December	Central	27	Face to face
21 December	Northern	8	Face to face
28 December	Southern	25	Face to face
Total: 4 Sessions		79	

FRONTLINER WORKSHOP (TELLER MODULE)

Date	Region	Number of Participants	Mode of Training
23 February	All Regions	17	Virtual
15 June	All Regions	30	Virtual
26 August	All Regions	28	Virtual
11 November	All Regions	17	Virtual
Total: 4 Sessions		92	





AML/CFT MASTERCLASS

The first Master Class conducted by GOCO in its history. It is a Master Class in AML/CFT conducted virtually. Mr. S. Balachandar (Asst. VP & Head of Internal Controls NIUM) from Chennai, India spoke on Rudiments of AML/CFT Compliance while Dr. Olivia Tan (Director of Technology Transfer Office, Multimedia University Malaysia) spoke on Cyber Security: AML/CFT Perspective). Event was graced by Tuan Nik (Director) of MSBR BNM, moderated by Chairperson Su Lin with Closing Remark by President Dato' Sri Jajakhan Kader Gani. Total registered and paid participants are 164 pax and some representatives from Bank Negara Malaysia also attended this Masterclass.

MASTER SERIES 1: SHARING SESSION WITH FIED

The first Master Series under the COMP-21 initiative between GOCO and FIED was launched held on 28 May 2021 on the topic -Sharing on Submitting Quality STRs. Tuan Shahrul delivered opening remarks, followed by presentation by Ms Loh Hui Hui, Manager and Encik Faizal, Associate Analyst both from the FIED team. Total of 267 participants attended which majority was compliance officers with 10 BNM officers. It was a complimentary event.

COMMUNICATION OF NATIONAL ML/TF RISK ASSESSMENT (NRA) 2020 - MONEY SERVICES BUSINESS

Bank Negara Malaysia organised an engagement session with the MAMSB & GOCO on the National ML/TF Risk Assessment (NRA) 2020 on 23 September 2021.

In their recent email to MAMSB, BNM thanked the Malaysian Association of Money Services Business (MAMSB) as well as the Group of Compliance Officers (GOCO) for the support and contribution given during the course of the National ML/TF Risk Assessment (NRA) 2020, specifically pertaining to the sectoral risk assessment (SRA).

For your information, the NRA findings and recommendations were endorsed during the recent National Coordination Committee to Counter

Money Laundering (NCC) High Level meeting (NCC HL meeting) on 23 July 2021. The overall outcomes of the NRA 2020 is targeted to be published in 2021.

This closed door session was attended by BNM representatives and 50 MSB players.

COMBATING TERRORISM FINANCING IN MALAYSIA

In collaboration with Bank Negara Malaysia and ECONG (EMI Compliance Networking Group), MAMSB and GOCO have organised a Webinar Series 2 entitled "Combating Terrorism Financing in Malaysia: In-depth Session with the Royal Malaysia Police (RMP)". This 3.5 hour session was held on Wednesday, 6 October 2021 from 9.30am – 1.00pm.

Bank Negara Malaysia has cordially invited Deputy Assistant Superintendent of Police Manivanan Sibalinggam, Desk Officer Terrorism Financing Investigation Unit, Division E8, Special Branch, Bukit Aman to deliver presentation on The Malaysian Scene of Terrorism Financing and Modus Operandi Of Terrorism Financing By Islamic State And Al-Qaeda Elements. While Bank Negara Malaysia presented Sharing of the Typologies of Money Laundering & Terrorism Financing with all the participants. This paid event was attended by 290 members from the MSB and EMI industry and 45 officers from Bank Negara Malaysia.

OVERALL MAMSB/GOCO TRAINING & EVENT UPDATE FOR 2021 (PAID EVENTS)

Module/Training	Number of Session	Number of Participants
MODULE 1: UNDERSTANDING AML/CFT	7	172
MODULE 2: CUSTOMER DUE DILIGENCE PROCESS	5	136
MODULE 3: MANAGING SUSPICIOUS TRANSACTIONS	7	124
MODULE 4: APPLICATION AND UNDERSTANDING RISK BASED APPROACH	4	79
FRONTLINER WORKSHOP (TELLER MODULE)	4	92
COMPLIANCE CLINIC	3	486
MASTERCLASS	1	164
MASTER SERIES: COMBATING TERRORISM FINANCING IN MALAYSIA	1	290

TOTAL REVENUE (as of 7 Dec 2021): RM 203,890

OTHER INITIATIVES BY GOCO

Common Sharing Platform & TTT

Common sharing platform has been launched (soft) on 11.8.2021 and fully function from 1.9.2021 onwards, whereby 2 whatsapp group chat have been created for COs in the industry, one for Central Region and another for the other regions. This was in view of the capacity limitation in whatsapp. This channel purposed (strictly) as communication dissemination platform, urgent updates and industry related compliance matter(s).

TTT & COMP21

Based on BNM/GOCO last meeting, BNM will be developing ODD and RBA training program for GOCO trainers. This is to gather feedback on materials prepared and enhance GOCO's capability to facilitate industry's compliance as part of "Train-the-Trainer" agenda. Bank will schedule the TTT program for identified GOCO trainers within Q3 period while GOCO to identify suitable soft skill training for GOCO trainer in 4Q. In view of the reshuffle in MSBR, GOCO would require instructions and directions from BNM on the matter.

MAMSB Accreditation Programmes



(I) Financial Accreditation Agency ("FAA") Accreditation Program Progress Report

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

This programme meets all the regulatory requirements set by Bank Negara Malaysia. FAA's Individual Accreditation ensures that the officers in the MSB industry are resilient and proactive in combatting money laundering and internationally benchmarked and complies with global best practices. A candidate may choose to be assessed at either Levels 4, 5 or 6 of the FQS. Duration of FDA process is 4 months.

The Secretariat and FAA had a meeting on 23 December to discuss the progress of the Compliance Officers' that had registered for the FAA Accreditation programme in 2019. FAA raised their concerns on not being able to reach participants via calls/ emails and this has delayed the process in completing their respective portfolios and submissions under the programme. Over the months, MAMSB worked along with FAA to provide latest contact points of COs however some are still not contactable.

Challenges Faced in 2021 for the MSB Accreditation Programme:

- Unable to contact the company due to the compliance officer have resigned or the companies have surrendered their license.
- The previous compliance officer resigned from the company and the company has difficulty identifying a new compliance officer.
- The new compliance officer did not complete the 4 GOCO Modules and unable to continue with FAA Individual Accreditation.

The following data has been compiled by FAA and submitted to MAMSB as of 31 December 2021:

Total Number of Accredited Compliance Officer for 2021

Update as of 31 December 2021

MAMSB – Compliance Officer

- Completed: 18 candidates
- Competent = 14
- Not Yet Competent = 4

MAMSB – Compliance Officer (Reassessment)

- Completed: 4 candidates
- Competent = 4

Total Number of In-process Submission up till Dec 2021

Update as of 31 December 2021

In Process

- Provided lead contacts in MOTAC to discuss MAMSB players access to PENJANA Funds.
- Pending Review = 5
- Incomplete Submission 22
- Pending Interview = 1
- Pending Portfolio Submission = 29

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(II) Accreditation Programme of MSB Members via Department of Skills Development (Jabatan Pembangunan Kemahiran (JPK))

NOSS Development

MAMSB was successful in ensuring that it completed the development of 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

In 2022, MAMSB hopes to utilise these NOSS modules as training tools for our own qualified trainers to conduct in-house training internally in MAMSB as part of our human capital development plan for the MSB Industry.

Accreditation Programme

2021 was indeed a challenging year as the Association had to ensure 30 of the members who registered for the JPK programme in 2019 could get accredited within the time frame stipulated by the Bank.

MAMSB's JPK Trainers (En. Mohamad Azizul from Mobile Money International Sdn Bhd, Ms Lim Poh Hong from Tranglo Malaysia Sdn Bhd) & Ms Bhavani from Membership Division of MAMSB, successfully steered the long delayed programme back on track effective from August 2021.

Ms Bhavani along with En Azizul organised several briefing sessions virtually in August 2021 & September 2021 with the candidates to guide them in the JPK accreditation process in phases.

The Secretariat also initiated discussion sessions with JPK regarding several proposals to streamline the processes for convenience in these pandemic times including alternative document submission methods since candidates were unable to submit their documents and sign off physically. It was a millstone achievement when JPK agreed that all document submissions and signing off could be done virtually.

We are happy to report that out of 34 candidates, 14 have successfully completed their interview sessions virtually as of December 2021 and currently awaiting for JPK to issue their certificates. Once the certificates are printed, JPK will post them directly to the successful candidate's registered correspondence address. As for the remaining 4 candidates whose interviews were initially scheduled for December 2021 is now postponed to a later date due to pending payment from MAMSB to JPK. Payments to JPK for these 4 candidates were left out from the initial payment made back in December 2019. MAMSB will proceed to conduct interviews as soon as JPK acknowledge payment that were cleared by MAMSB in January 2022.

We regret to report that a total of 8 candidates have failed the programme due to no progress/non submission of documents or failed during interviews and 1 remaining candidate who was disqualified from partaking as he didn't meet JPK's total working experience requirement.

Below is the summary table for the JPK Accreditation Status:

Total Registered Candidate	34
Completed Interview (Passed)	14
Pending Interview	4
Withdrawn / Resignation from Company	7
Not Eligible	1
Failed	8

The Association is looking at reviewing the fee structure of the programme and also inviting more trainers to join the team.

Money Services Business Directors' Education Program ("MDEP")

To ensure that money services business (MSB) activities are conducted professionally and in compliance with applicable laws and requirements, key responsible persons of a licensee such as directors and Chief Executive Officers play a critical role in promoting sound governance, financial and management practices. In support of this, the ICLIF Leadership and Governance Centre (ICLIF) and the Malaysian Association of Money Services Business (MAMSB) have jointly developed the MSB-DEP.

The MSB Directors' Education Programme or MDEP as its popularly known is a part of the training and capacity building arm of the Association in collaboration with ICLIF and now the Asia School of Business (ASB). This is a 1 1/2-day mandatory course for MSB licensees with an annual turnover of RM30 million and above. For those MSB licensees with an annual turnover of below RM30 million, its directors and CEOs that wish to acquire broader exposure in the area of governance, may opt for the Financial Institutions Directors' Education (FIDE) programme offered by ICLIF, as an alternative to the MSB-DEP.

MAMSB is pleased to report that this year it has worked hard to ensure that even if ASB's minimum number of participation requirement of 25 could not always be met, we have succeeded in mobilising the programme for lesser participants after stressing to the regulators and ASB on the need to prioritise licensees which are aiming to restructure its board and have MSB compliant directors.

The purpose for the running of this MSB-DEP is multi-prong. It aims to achieve the following objectives:

- 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.

Due to the increase of COVID-19 cases in Malaysia, the Association organised 3 virtual sessions in 2021, of which **57 Directors and CEOs of MSB Class A, B and D licensees** attended the sessions. However, as ASB preferred to conduct physical sessions instead of virtual ones for the Class C Licensees (money changers), the Association unfortunately was not able to have any session for them. We hope that this will be resolved soon when the nation evolves to the endemic stage.

Participated Companies

1. NBL MONEY TRANSFER SDN BHD
2. E-GLOBEX SDN BHD
3. WESTERN UNION PAYMENTS (MALAYSIA) SDN BHD
4. TNG DIGITAL REMITTANCE SDN. BHD.
5. SMJ TERATAI SDN BHD
6. SUNWAY MONEY SDN BHD
7. AKBAR MONEY CHANGER SDN BHD
8. GPL REMITTANCE MALAYSIA SDN BHD
9. NS CASHPOINT SDN BHD
10. PLACID EXPRESS SDN BHD
11. TRAVELEX CURRENCY EXCHANGE & PAYMENTS SDN BHD
12. BIGPAY MALAYSIA SDN BHD
13. ACE MONEY EXCHANGE SDN BHD
14. AGRANI REMITTANCE HOUSE SDN BHD
15. BL MONEY TRANSFER SDN BHD
16. GOLDEN K.L UNION SDN BHD
17. IME (M) SDN BHD
18. JAGS MONEY SDN BHD
19. LOTUS GROUP ENT SDN BHD
20. LULU MONEY (MALAYSIA) SDN BHD
21. MANDIRI INTERNATIONAL REMITTANCE SDN BHD
22. MOBILE MONEY INTERNATIONAL SDN BHD
23. NIUM SDN BHD
24. POS MALAYSIA BERHAD
25. WISE PAYMENTS MALAYSIA SDN BHD

2021 Diary

2021		
January	06.01.2021	BNM Meeting with President & CEO
	14.01.2021	Q1 Industry Engagement with Northern & Central Members
	15.01.2021	Q1 Industry Engagement with Southern & East Coast & East Malaysia Members
	21.01.2021	Virtual Meeting with YBhg Dato Nancy Shukri, Minister of Tourism, Art & Culture
	21.01.2021	54th Council Meeting
	27.01.2021	Courtesy Call on the Deputy Minister of Finance 2
February	09.02.2021	BNM Consultative Session for NRA-Virtual [President , CEO and GOCO Chairman)
	25.02.2021	55th Council Meeting
March	03.03.2021	BNM Q1 Engagement with Industry
	10.03.2021	Meeting with the Chief Commissioner, Malaysian Anti-Corruption Commission (MACC), YBhg. Datuk Seri Azam bin Baki in Putrajaya
April	03.04.2021	Regional Industry Engagement – Northern Region
	08.04.2021	MOF Meeting with Setiausaha Kanan (SUK) Mohd Shahar Abdullah - Deputy Minister of Finance 2 and Encik Mohd Azim in Putrajaya
	19.04.2021	BNM Compliance Officer Optimisation Programme 2021 (Comp 21)-BNM met the new GOCO Committee for the first time virtually. The team was introduced and given a brief expectation roll out of their role as GOCO Committee. MSBR also introduced the Comp-21 efforts for the COs in MSB
	20.04.2021	MDEP-[Class A,B&D]
	30.04.2021	BNM Letter to CEO-Bank announce that the exemption on the staff training expenditure (STE) requirement has been extended for another year (i.e. for 2021), and is applicable to all licensees.
		BNM replied on the review of the MSB Digitisation Drive slides.
May	05.05.2021	Farewell Dinner for MSBR Director-Tuan Nik Din
	20.05.2021	56th Council Meeting
	28.05.2021	GOCO Master Series 1
June	03.06.2021	BNM emailed on HRDF exemption for members who register in 2021
	07.06.2021	The Xchange was sent out to all members
	17.06.2021	MAMSB sent email to all Class A& B requesting participation in MPA Technical Taskforce.

	18.6.2021	Regional Industry Engagement –Central Region
	21.06.2021	Connected with Remittance Association of Singapore
	22.06.2021	Connected with FERG
	23.06.2021	SBP Taskforce issued out the 1st Draft of SBP
	29.06.2021	HRD Corp Taklimat to MAMSB & BNM
		BNM Digitisation Presentation
July	01.07.2021	1st Multi Principal Technical Meeting
	05.07.2021	1st Virtual Meeting with RAS
	07.07.2021	Towards Digitalisation –BNM virtual meeting
	22.07.2021	Council Meeting
	29.07.2021	Regional Industry Engagement –Southern, East Malaysia and East Coast
August	02.08.2021	AKPK Briefing –Central Region
	12.08.2021	AKPK Briefing –all other Regions
	19.08.2021	Dry Run for AGM
	21.08.2021	2021 AGM Virtual –in MAMSB office
	26.08.2021	57th Council Meeting
September	02.09.2021	Concluding final batch of 13 under JPK Programme
	29.09.2021	M&A Webinar
October	06.10.2021	Terrorist Financing BNM & GOCO
	11.10.2021	Meeting with IAMTN virtually for a proposed conference
	13.10.2021	M&A Workshop
	20.10.2021	Regional Industry Engagement -Northern and Central
	27.10.2021	Regional Industry Engagement –Southern, East Malaysia & East Coast
	28.10.2021	58th Council Meeting
	29.10.2021	SBP Final Review
November	02.11.2021	Deliverable 1: MSB Digital Master Framework/workshop of Digital Requisition List
	12.11.2021	MOTAC Virtual Discussion
	18.11.2021	MAMSB submitted Benchmark Report on MPA to BNM
	25.11.2021	Regional Discussion on Amendment to Constitution -Northern
	30.11.2021	Regional Discussion on Amendment to Constitution -Southern
December	16.12.2021	Wrap Up Session with BNM
	08.12.2021	Cyber Security Workshop
	09.12.2021	Regional Discussion on Amendment to Constitution -Central

Communications with BNM

Date	Officer	Subject Matter
0/11/2020 2:10 PM	Halimaton	Congratulatory Note on CEO's appointment
3/12/2020 11:34 AM	Izwan	Confirmation of introductory meeting with Director of MSBR on 9.12.2020
15/12/2020 1:44 PM	Clare	Acknowledged receipt of complaint by member on illegal players
29/12/2020 01:38 PM	Izwan	<ul style="list-style-type: none"> • Compliance Clinic on CAAR FAQ will be part of the documents that will be attached together with the CAAR template and the Bank has taken into account GOCO's inputs in developing the FAQ • CAAR Template Deadline extended on Jan 2020 Submission and CAAR template to be circulated soon • Exemption of Fees for Annual Fees 2020 Exemption granted for 2020 • Minimum Paid-Up Capital (MPC) All licensees are expected to observe the minimum capital fund requirement at all times as required under the MSB Act 2011. Notwithstanding this, the Bank will accord due consideration to licensees who are unable to meet the requirement after the movement control period, subject to a valid justification.
06/01/2021 05:57 PM	Izwan	Security Advisory: Cyber Hacktivism-Potential Attacks towards Malaysian Organisations' Websites
7/1/2021 1:36 PM	Lee Xiang	Provided money-changing industry turnover statistics
7/1/2021 2:43 PM	Izwan	<ul style="list-style-type: none"> • Provided lead contacts in MOTAC to discuss MAMSB players access to PENJANA Funds. • Clarification on members providing guarantees for Penjana Tourism Fund applications - there is no restriction imposed by BNM on the banks for accepting guarantees from the fund applicants. As such, applicants may need to check with their respective banks if this was their own policies.
12/1/2021 11:53 PM	Izwan	List of Entities Allowed to Operate during MCO Financial institutions or entities that are licensed, approved or registered by the Bank are allowed to operate during the MCO. For clarity, financial institutions or entities allowed includes money services businesses comprising money changing, remittance and wholesale currency businesses licensed under Money Services Business Act 2011, and their agents
4/1/2021 3:00 PM	Izwan	Bank's recent announcement to selected industry players that operate mobile kiosk for remittance during the MCO period

Date	Officer	Subject Matter
15/1/2021 5:36 PM	Izwan	Standard Operating Procedure for Financial Sector (MCO)
18/1/2021 9:39 AM	Shahrul	List of COs complied be MAMSB
18/1/2021 6:18 PM	Izwan	Received final version (Draft 8) of the Strategic Blueprint.
Tue 19/1/2021 10:07 AM	Amalina	Invitation to MAMSB to join in the national risk assessment (NRA) which is a programme conducted by National Coordination Committee to Counter Money Laundering (NCC) in collaboration with the National Anti-Financial Crime Centre (NFCC)
19/1/2021 4:52 PM	Izwan	Clarification on Applicability of the 30% Requirement of Management Personnel's Presence in Offices During the Movement Control Order
21/1/2021 10:59 AM	Amalina	Letter of Undertaking on confidentiality before attending NRA programme
21/1/2021 9:24 PM	Izwan	Invite to all licensees to start exploring and plan to migrate to the new technologies (i.e. 4G and beyond) in conducting MSB to ensure continuation of the services and minimise impact to users due to the 3G Network Sunset Programme (Programme) under the Jalanan Digital Negara (JENDELA Programme). To ensure smooth transition to the newer technologies by MSB industry, the Bank would like to also invite all licensees to answer the following survey to gauge broadly the impact of the Programme on the industry and understand players' readiness to migrate to 4G/5G within the timeline
22/01/2021 3:00-3:30 PM	Izwan	Virtual Meeting
25/01/2021	Izwan	Virtual Meeting
3/2/2021 5:55 PM	Clare	Acknowledged received compliant on illegal operators
4/2/2021 1:34 PM	Amir Hisham	Provided list of potential GOCO trainers, subsequent to screening of the initial 26 names provided. Also proposed some additional names to the list for MAMSB side to consider.
4/2/2021 6:08 PM	Halimatun	<ul style="list-style-type: none"> • Complaint on Delay in approval to change principal -BNM have escalated this issue to the officer in charge and revert in due course • Minimum Paid Up Capital -Flexibility on MPC can be made on case-by-case basis. Based on our assessment, the current process is efficient to address request from the affected licensees. Perhaps MAMSB could assists its members by formulating a standard template to facilitate the application submission to BNM, if necessary. On the survival package, we are coming out with a consolidation package which we target to share with the industry during the engagement session • Constitution -we take note on the tentative submission date • MSB Engagement -the engagement will be with the industry players
09-02-21 06:01 PM	Halimatun	Complaints on Qatar Riyal

Date	Officer	Subject Matter
16/2/2021 4:08 PM	Izwan	3.14 Circular on Requirements for MSB COs to Obtain Certification Accreditation.
17/02/2021 10:18 PM	Lau Kah Heng	Reported SPAM on email from support@bnm.gov.my
Fri 19/2/2021 3:26 PM		<p>MDEP:</p> <ul style="list-style-type: none"> Bank no objection for the programme to proceed including for class C licensees. MAMSB must inform licensees, in particular the class C, that they continue to have the flexibility to complete the programme until end 2022 and the enrolment into such programme during this period is solely based on their discretion. To discuss with ICLIF on the suitable size of participants to smoothly run the programme, and the format of the programme particularly with regards to conducting simulations/case studies to ensure it remains effective and in line with the intended objective of the MSB-DEP programme.
23/2/2021 3:23 PM	Halimaton	Qatar Demonetised Currency: the act of accepting the demonetised foreign currencies by MSB licensees shall not be made mandatory and shall only be for facilitating the customers in Malaysia. MSB licensees are reminded that selling of demonetised notes to retail customers is strictly prohibited.
26/2/2021 4:39 PM	Izwan	<p>Invite to engagement session with the industry, with details as follow:</p> <p>Date : 3 March 2021 (Wednesday)</p> <p>Venue : Microsoft Teams (virtual)</p>
4/3/2021 4:03 PM	Amalina	Shared the Engagement Slides of 4.3.2021
5/3/2021 12:14 PM	Halimaton	Request for MAMSB assistance to translate short captions into the 3 languages or help to identify licensees that are willing to render their internal assistance to translate languages namely Bahasa Indonesia, Bengali and Nepali to gain greater market out reach.
9/3/2021 2:45 PM	Amalina	Security Advisory: Threat actor targeting Microsoft Exchange Servers (version 2013, 2016 & 2019) with Zero-Day Exploits
11/3/2021 5:42 PM	Amalina	Security Alert: New Ransomware (Babuk) Variant
2/3/2021 2:44 PM	Clare	Acknowledged received compliant on illegal operators
17/3/2021 6:10 PM	Izwan	<ul style="list-style-type: none"> Bank has written to HRDF on 28 February 2021 to state its concerns on the expansion of the PSMB Act 2001 to the financial sector. And objected on the basis that the expansion of the First Schedule of the PSMB Act 2001 would affect the existing regulatory requirements under the Bank's purview, training and learning development as well as regulatory and compliance requirements to the financial sector at large. strongly recommend MAMSB to write to HRDF as soon as possible highlighting the issues and concerns the MSB industry will face with the implementation of the said expansion of PSMB Act 2001.

Date	Officer	Subject Matter
30/3/2021 11:13 AM	Tuan Nik	<ul style="list-style-type: none"> Confirming speaking at GOCO Masterclass
7/04/2021 11:00- 2:00PM	Izwan	<ul style="list-style-type: none"> Virtual Meeting
12/4/2021 2:47 PM	Nur Amira	<ul style="list-style-type: none"> Invite from Bank to attend engagement session on collaboration with MAMSB and GOCO to introduce a programme titled 'Compliance Officer Optimisation Programme 2021' (COMP21) on 19 April 2021
16/4/2021 12:43 PM	Izwan	<ul style="list-style-type: none"> Updated SOP for the financial service sector
19/4/2021 5:23 PM	Clare	<ul style="list-style-type: none"> Remind members to update information on their services on MSB Advisor app, as one of videos notifies the public that they can obtain more info from MSB Advisor app (besides BNM website)
30/4/2021 11:12 AM	Izwan	<ul style="list-style-type: none"> broad comments with specific comments in the slides, relating to the industry's proposal on the digitalisation journey: Some of the proposals identified can already be implemented now (e.g slides 3 proposal 1&2) provided the licensees have the capacity to undertake the expanded scope The Bank is also receptive towards the idea of multiple principal arrangement. However, as indicated in many of our discussion earlier, the underlying issue with this proposal is on the clarity of responsibility of the principals among others on compliance issues. Given the industry inherent risk on ML/FT and this issue will have significant impact on the interest of the principals, the industry has to formulate a clear proposal to address this issue.
0/4/2021 11:24 AM	Izwan	Bank announced that the exemption on the staff training expenditure (STE) requirement has been extended for another year (i.e. for 2021), and is applicable to all licensees.
Fri 30/4/2021 4:58 PM	Izwan	Announcement that En Nik Mohamed Din Nik Musa, Director of MSBR department, has been appointed as the Director General of Labuan Financial Services Authority (LFSA), with effect from 1 May 2021. Following his appointment, Asst Governor Fraziali Ismail will be overseeing the MSBR department in the interim
10/5/2021 5:24 PM	Izwan	Engagement (HIDE) List published by MKN
5/5/2021 11:51 PM	Shahrul	Simple steps for MSB licensees to check on the contact details of their processing officer-LO Info Guide
25/5/2021 10:52 AM	Izwan	MKN SOP for MCO 3.0
31/5/2021 1:15 PM	Izwan	Implementation of the First Phase of Total Lockdown (1 to 14 June 2021)
31/5/2021 8:46 PM	Izwan	Bank's additional communication to principal licensees and licensees with mobile kiosks during MCO

Date	Officer	Subject Matter
1/6/2021 9:14 AM	Izwan	Majlis Keselamatan Negara's (MKN) latest announcement that applications for authorised letters to operate and for travel to work during the period of 1 to 14 June 2021 must be obtained via the one-stop centre managed by the Ministry of International Trade and Industry (MITI) Applications for travel must consequently be made via the MITI COVID-19 Intelligent Management System (CIMS) 3.0.
2/6/2021 3:39 PM	Izwan	Follow-up on licensing officer details not updated in the system.
3/6/2021 11:00 AM	Amalina	Informed on companies that have changed names
3/6/2021 2:00 PM	Amalina	<p>Thanked Ms Su Lin and Ms Manpreet for the cooperation and commitment that has been extended to BNM in ensuring first programme i.e sharing session with FIED on STR went well.</p> <p>Scheduled a post event discussion mainly to understand further on the outcome from the first session and areas that we could further improve for our next programme.</p>
3/6/2021 3:01 PM	Izwan	On recent communication with MSB industry regarding enhanced measures for MSBs operating at the physical premises during MCO3.0
3/6/2021 5:15 PM	Izwan	HRD Corp is providing an exemption from levy contribution to relevant employers listed under the Gazette Order PU(A)84/2021 which includes BNM regulates. The exemption will be applicable from 1 June until 31 December 2021 subject to the condition that the employers must be registered with HRD Corp by 1 July 2021.
5/6/2021 3:34 PM	Izwan	BNM communication with MSB industry on reporting of number of staff travelling during MCO3.0
7/6/2021 11:36 AM	Izwan	On Migration to COVID-19 Intelligent Management System (CIMS)
8/6/2021 9:56 AM	Amalina	Alert the industry on two recent technology security advisories (TSAs). Licensees are urged to assess their system immediately and put in place the appropriate mitigation plan to address any risks that are identified based on these advisories. Please refer below for further details.ALERT #1: RANSOMWARE ATTACK (RYUK)
9/6/2021 5:17 PM	Izwan	Virtual Meeting on 60: 40 work SOPs in the office premises
11/6/2021 4:54 PM	Izwan	Shared data on members list of licensees with >60% staff working in office for 10 June 2021
11/6/2021 6:47 PM	Izwan	Communication with MSB industry regarding registration with CIMS
11/6/2021 6:53 PM	Izwan	BNM shared the latest update to MSB industry on the number of staff working physical in office
15/6/2021 4:15 PM	Izwan	Additional expectations to be observed by licensees when applying for approval via the CIMS system

Date	Officer	Subject Matter
15/6/2021 4:43 PM	Izwan	Request for information on ancillary service providers, if any, for the purpose of CIMS application for MAMSB information and reference Licensees are to respond to the Bank with the list by 5pm on 17 June
21/06/2021 02:31 PM	Izwan	Data on remittance business, the total value for outward remittance in 2020
22/6/2021 9:21 AM	Amalina	Technology Security Alert (TSA): REvil Ransomware Circulating and Targeting Financial Institution
22/6/2021 4:29 PM	Izwan	Discussion with TML on Batu Pahat status during MCO
23/6/2021 6:39 PM	Izwan	MAMSB invite to MSBR on HRDF Taklimat
25/6/2021 9:06 AM	Halimation	Advise to appeal on compound by PRDM on MSB during MCO.
28/6/2021	Clare	Based on BNM circular dated 7 November 2017, BNM have encouraged MSB players to increase the use of e-payments to replace the use of cheques in conducting money services business (target was to reduce use of cheques by 50% in 2018 and by 100% in 2019). As the reporting to BNM on cheque usage is from 2017 to 2019, BNM will inform the industry in future, should there be a need to submit such report.
2/7/2021 11:24 AM	Izwan	Recent communication with selected licensees on CIMS approval for ancillary service providers (SP) that are critical in supporting MSB licensees' operations during the MCO, for your reference. The communication is targeted only to the selected companies which submitted their respective proposed SP lists in a correct manner.
2/7/2021 8:18 PM	Izwan	Implementation of Enhanced Movement Control Order (EMCO) in localities in Kuala Lumpur and Selangor effective 3 July 2021
6/7/2021 6:23 PM	Izwan	<p>Responded to MAMSB queries on the following:</p> <p>SME Survey-survey results for the HRDF & SME survey for your records. Out of 300 Member Licensees 53% responded to the questions posed.</p> <p>Extension of time for submitting Reports-seeking extension of time for members to submit their monthly reports for the EMCO period. Many are facing difficulties as most auditing and accounts offices are unable to revert to the members on time for submission</p> <p>Waiver of Annual Fees for Impacted Companies-Seeking waiver of Annual Fee for deeply impacted MSB Licensees of all classes.</p> <p>Appointment of Principal Licensees to the Multi Principal Technical Committee</p>
6/7/2021 8:14 PM	Azniawati	Invite to attend virtual meeting on BNMs Digitalisation plan for MSB on 17.7.2021
7/7/2021 2:39 PM	Amalina	Technology Security Alert (TSA): Critical Windows Print Spooler Remote Code Execution Vulnerability
8/7/2021 1:10 PM	Izwan	Licensees operating in EMCO zones are NOT allowed to operate as MSB service is NOT listed as an essential service in EMCO zones.

Date	Officer	Subject Matter
12/7/2021 11:21 AM	Azniawati	Shared slides presented on 7.7.2021
13/7/2021 6:46 PM	Izwan	Financial Services SOPs under the Pelan Pemulihan Negara and Enhanced MCO
5/7/2021 3:36 PM	Izwan	BNMs interview of successful nominees for election at 2021 AGM
16/7/2021 2:37 PM	Izwan	Links and schedule provided for nominees' interview
16/7/2021 7:10 PM	Izwan	Response to MAMSB's proposed amendments to the MAMSB Constitution
9/7/2021 8:33 AM	Halimatun	Bank replied no objection to MAMSB sending the AGM deck via electronic mail for the following reasons: <ol style="list-style-type: none"> 1. The mailing list of the members by majority is their office address and they may not be able to even collect if sent by posts. 2. Last year MAMSB sent pen-drives via courier that costs about RM7000, which end of the day is a digital channel. 3. Avoid unnecessary expenditure in these times of pandemic ;and 4. Registrar of Society (ROS) has no objection and leaves it to the association to handle members complaints on on compliance of the clause (ie BY POST)
21/7/2021 11:09 AM	Izwan	MAMSB request for extension of time on submission of MSB4a and MSB4b reports. BNM replied that the licensees can request for a time extension on a case-by-case basis, subject to strong justifications on why such extension is necessary. In this respect, the licensees are advised to submit their requests to da.msbr@bnm.gov.my, with the request clearly highlighting the proposed length of time needed and its justifications / supporting information, for further assessments.
21/7/2021 4:48 PM	Izwan	MAMSB Nomination Process -BNM Assessment of Nominated Candidates
27/7/2021 1:16 PM	Clare	Acknowledged receipt of complaint against illegal operators
28/7/2021 3:50 PM	Laksmi	Statistics of 2019 ad 2020 turnover
9/7/2021 4:09 PM	Izwan	Request for list of participants in MDEP
30/7/2021 5:55 PM	Clare	MAMSB informed on the establishment of the Payment Services Policy Department and the Payment Services Oversight Department in Bank Negara Malaysia
6/12/2021 2:07 PM	Laksmi	On MAMSB's proposal relating to Multi Principal Arrangement (MPA) Framework. Requested to provide further clarification and elaboration on the actual implementation of the sharing mechanism between the principal licensees (in slide 12-13 of MAMSB's deck) in the event of agents' non-compliances, to facilitate our assessment into the proposal

Date	Officer	Subject Matter
2/8/2021 10:17 AM	Azniawati	Acknowledged receipt of MAMSB seeking follow up from the meeting held on MSB Digital Master Framework 2021
4/8/2021 1:32 PM	Izwan	Virtual Call on industry matters
6/8/2021 3:46 PM	Puan Shahriah	Acknowledgment email of MAMSB Congratulations Note On Puan Shahriah's appointment as Director Of Payment Services Oversight Department (POD)
11/8/2021 8:58 PM	Izwan	Request for the full list of participants from 2020 sessions to date
2/8/2021 7:10 AM	Puan Shahriah	In response to MAMSBs invite to participate in the MAMSB Webinar it was reiterated that BNM has already conducted Communication session with the industry on the issue of consolidation of the industry earlier. As such, the proposed Webinar should focus more on process, lesson learnt and benefit of M & A from practitioners and from those who had already undergone the process
13/8/2021 6:56 PM	Izwan	MAMSB TOR with regards Payment Services Policy Department (PSPD) & Payment Services Oversight Department (PSOD)
6/8/2021 4:47 PM	Nur Ain	Not able to open attachment
23/8/2021 5:40 PM	Clare	Recent communication to the industry regarding revised SOPs for Phase 1 and 2, and new SOPs for Phase 3 under Pelan Pemulihan Negara, for your information
24/8/2021 6:55 AM	Wan Ahmad	MSB licensees has breached MKN's requirements on maximum capacity of workforce in phase 1 states during Pelan Pemulihan Negara (PPN)
25/8/2021 6:55 AM	Wan Ahmad	Acknowledged with thanks to MAMSB for calling all MSB licensees who breached the PPN requirements
25/8/2021 12:20 PM	Lau Kah Heng	Verification of a hoax email from " OFAC Compliance Dept <smtpfox-ko9jq@stenstansgymmix.se>" enclosed with an attachment of a list of Agents blacklisted by OFAC for carrying out suspicious transactions.
1/9/2021 10:49 AM	Izwan	Reply to the MAMSB Strategic Blueprint for 2nd review
8/9/2021 12:11 PM	Amir Hisham	Reminder to Comply with Working-in-Office (WIO) Requirements
14/9/2021 4:58 PM	Mukzani Ahmad	Bank Negara Malaysia (BNM) is organising MyFintech Week 2022 event, and as such we would appreciate if you could help us circulate the relevant details below to your industry members.
4/9/2021 6:37 PM	Amalina	Thanked the Malaysian Association of Money Services Business (MAMSB) as well as the Group of Compliance Officers (GOCO) for the support and contribution given during the course of the National ML/TF Risk Assessment (NRA) 2020, specifically pertaining to the sectoral risk assessment (SRA).Invite to engagement session on 21 September 2021

Date	Officer	Subject Matter
20/9/2021 1:58 PM	Amalina	Confirmed the list of 50 participants to attend the NRA engagement session on 23rd September at 2.30pm
22/9/2021 12:26 PM	Amalina	Sent link to the NRA session for 23.9.2021
23/9/2021 2:23 PM	Amir Hisham	Confirmed BNM will attend the webinar on consolidation as part of the 13 deliverable under MSB Digital Master Framework
25/9/2021 3:41 PM	Chee Yik Yang	Presentation with Payment services providers-closed door on 28 September 2021
26/9/2021 6:47 PM	Dayang Nuryati	Confirmation to participate in the Financial Literacy Month 2021 (FLM2021) organised by the Financial Education Network (FEN)
29/9/2021 10:01 AM	Dayang Nuryati	Invite to join virtual booth with Teams Link
29/9/2021 4:08 PM	Amir Hisham	Appreciated the opportunity to participate in conversation on consolidation. Provided feedback on the session. Thanked MAMSB for really playing its role in enhancing the industry.
4/10/2021 4:43 PM	Amir Hisham	Inform that with effect from 1 October 2021, FSPs are no longer required to submit the daily WIO report to the Bank.
11/10/2021 12:02 PM	Amir Hisham	Inform that the annual licence fee waiver has been extended for a period of two years until 2022 for the following classes of licence, considering the more adverse impact of the pandemic to these segments in view of the prolonged border restrictions- (a) licensee holding class C licence only; (b) licensee holding class C+D licence only; or (c) licensee holding class D licence only.
13/10/2021 4:32 PM	Dayang Nuryati	Promotion for the Financial Literacy Month 2021 (FLM2021)
25/10/2021 10:07 AM	Clare	Virtual Meeting on 26.10.2021
26/10/2021 9:16 PM	Halimatun	Acknowledged the issues raised by MAMSB and will revert 1. Master Framework On Digitalisation Drive For The Msb Industry 2. MAMSB Inhouse Training Modules-(Sent Via Wetransfer) 3. Proposal On Multi-Principal Agent Framework For The Msb Industry 4. Updates Strategic Blueprint 2022-2026
27/10/2021 5:19 PM	Soo Pei Yun	Assistance to share the MCMC survey to the respective MAMSB members with the purpose of obtaining their feedback on the above-mentioned proposal by MCMC.(See attached file: Survey on Short Code Used by FIs_to MSBs.docx)
28/10/2021 10:19 AM	Soo Pei Yun	no objection for MAMSB to revert by the 2nd week of November 2021.

Date	Officer	Subject Matter
29/10/2021 11:48 AM	Clare	Based on discussion with Payment Services Oversight Department on your request for item 1 (Can we get someone from BNM IT to assist MAMSB to conduct this workshop?) BNM is not able to participate at this juncture. This also takes into account that BNM will be coming up with the IT requirements for this group in due course. If MAMSB wishes to conduct the session prior to the publication, MAMSB may invite prominent external speakers to present on the general principles and guidance on cyber hygiene and risk management.
3/11/2021 3:20 PM	Clare	FIED-BNM will be hosting a virtual Compliance Conference 2021 from 1-2 December 2021. Themed Shifting the Tide Towards Endemic: ML/TF Risks and Challenges. This year's conference aims to enhance awareness and understanding on the vulnerabilities of the respective sectors to ML/TF risks, and products and services through discussion of the outcome of National Risk Assessment 2020 as well as sharing by law enforcement agencies, the supervision departments and FIED.
5/11/2021 12:52 PM	Ahmad Latifi	Invitation to participate in the Compliance Conference
5/11/2021 4:03 PM	Mukhzani	Bank Negara Malaysia (BNM) will be hosting MyFintech Week (MyFW) 2022 virtually from 24 to 28 January 2022. Invitation to register.
9/11/2021 6:54 PM	Clare	MAMSB's proposal to have a wrap up session with BNM for 2021 (tentative 16 Dec / 3rd or 4th week of Dec).
15/11/2021 3:07 PM	Nur Ain Dahlan	MSB Licensee: Change of Name
24/11/2021 11:56 AM	Amir Hisham	Feedback on the relevant items based on your previous email dated 26 October below.-Attachment
26/11/2021 5:21 PM	Clare	Confirmation on agenda at the Wrap Up Meeting
29/11/2021 2:32 PM	Nur Amalina	BNM provided link to Compliance Conference 1& 2 December 2021
30/11/2021 2:20 PM	Clare	Confirmation on agenda at the Wrap Up Meeting
2/12/2021 8:46 AM	Nur Amira	Bank recently issued a Circular on Supervisory Assessment Report (Laporan Penilaian Penyeliaan) for MSB licensees. Please find the attached Circular
2/12/2021 12:44 PM	Clare	BNM would appreciate it if MAMSB could facilitate MAHB on this issue as it may benefit the industry. MAMSB can consider providing these info to MAHB: Those that are already operating at airports currently and Licensees that are interested to operate at the airport
2/12/2021 4:25 PM	Amir Hisham	Tentative schedule for wrap-up session with MAMSB for 15 December, @ 2.30 PM (Wednesday).

Date	Officer	Subject Matter
7/12/2021 5:14 PM	Laksmi	Reference is made to MAMSB's proposal on the Multi Principal Arrangement (MPA). To facilitate our assessment into the matter, we would like to set for a discussion with MAMSB as follows: Date: 10 Dec 2021 (Friday) Time: 11.00 am-12.30noon
10/12/2021 11:30 PM	Amir Hisham	LO Guide for members
13/12/2021 4:45 PM	Amir Hisham	Confirmed Wrap Up Session on 15 December 2021
14/12/2021 9:35 PM	Amir Hisham	Sent Microsoft link for Wrap Up Session
16/12/2021 8:45 AM	Amir Hisham	Notification on the latest publications in the BNM Regulatory Handbook (RH) system.
16/12/2021 2:07 PM	Laksmi	Reference was made to meeting held on 10.12.2021 on MPA and BNM sought more information on several areas that needed clarification.
17/12/2021 3:40 PM	Shazlina	Proposed virtual meeting on 22 December 2021 with Tuan Sharul & team on MAHB
20/12/2021 10:44 AM	Amir Hisham	Information on hybrid agents from the list of existing MSB regulates on BNM Website: https://www.bnm.gov.my/existing-regulatees
20/12/2021 5:31 PM	Shahrul	to discuss issues to be raised by MAHB relating to MSB in Airports and any other issues that they may have as well as for the Bank to provide clarity on our stance moving forward
20/12/2021 5:43 PM	Amir Hisham	BNM responded to MAMSB on the following queries raised by MSB's that were grievously impacted by the floods. What will the SOPs be for affected parties? Many have informed LOs on their situation but not sure how what else is required from themAlmost all affected parties have lost their data. Is there any SOPs on what to do next as many licensees will not be able to retrieve data, meet data security or undertake any kind of data maintenance in this emergency situation. On reporting deadlines-will there be a waiver on reporting time lines
23/12/2021 4:18 PM	Nur Ain	Request to share with BNM the latest list of participants for MSB-DEP since 2019 to date to facilitate reconciliation with internal records
3/1/2022 5:12 PM	Shazlina	Invite for meeting on MAHB's tender process for MSB players who want go operate in airports on 5.1.2022
3/1/2022 5:52 PM	Amir Hisham	BNM planning to publish a series of information on MSB industry in our social media in conjunction with the 10 year anniversary of MSBA. This will include the industry evolution, the types of competitive services offered by the players, etc. Request from MAMSB some pictures of MSBs then and now, that will be helpful in illustrating the progress that the industry has made

Date	Officer	Subject Matter
7/1/2022 4:31 PM	Amir Hisham	Informed industry that MSB is exempted from meeting the staff training expenditure (STE) requirement for the year 2022.
7/1/2022 9:32 AM	Amir Hisham	Acknowledged receipt of EZ Money Express Sdn Bhd's views on the Exposure Draft for Agent Oversight
10/1/2022 11:08 AM	Mohd Iqbal	Cyber Security alert on a critical security vulnerability found on the Apache Java logging library "log4j v2(version2) that requires immediate and emergency action for organizations to patch and at the same time heighten its intensity on internal network monitoring
17/1/2022 12:06 PM	Chow Mun Yuen	BNM summarised the minutes of the meeting held virtually between MAMSB, BNM and MAHB's approach to procure BDC service in the airport
	Amir Hisham	Acknowledged receipt of complaints on illegal operators and advised to send the same topdsurveillance@bnm.gov.my
4/2/2022 3:52 PM	Amir Hisham	Reminder on Engagement Session on 17 February 2022
4/2/2022 6:48 PM	Siti Hajar	Provided statistics on 2021 Annual Turnover for all sectors in MSB industry
7/2/2022 10:09 AM	Amir Hisham	Advise on holding of Opening Ceremony for new MAMSB office in AICB
7/2/2022 11:03 AM	Kamsiah	Virtual Meeting with En Faizal on illegal operators cases
4/2/2022 9:49 AM	Ms Clare	BNM replied that as MAMSB would like to hold the Opening Ceremony of the new MAMSB office then MAMSB may consider for the date to be between 27/6-1/7/2022.
15/2/2022 6:40 PM	Amir Hisham	invitation for Engagement Session with MSB Industry on 17 February 2022
20/2/2022 12:23 AM	Shahrul	Proposed virtual meeting to discuss the vulnerable licensees

BNM Engagement Sessions with Industry 2021/2022

2021 - the Bank conducted only 1 Industry Engagement with the members on 3 March 2021.

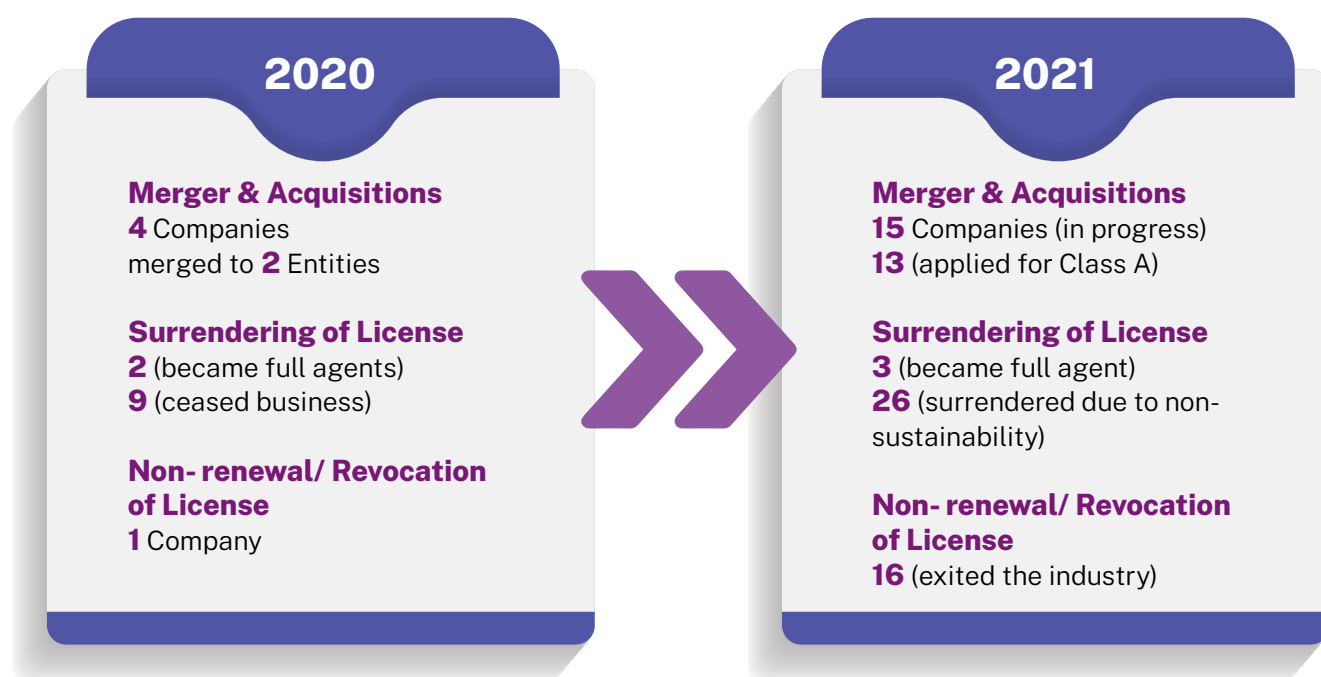
2022 - the Bank conducted the first of a bi-annual Industry Session on 17 February 2022.

The Key take aways from the Central Bank are as follows:

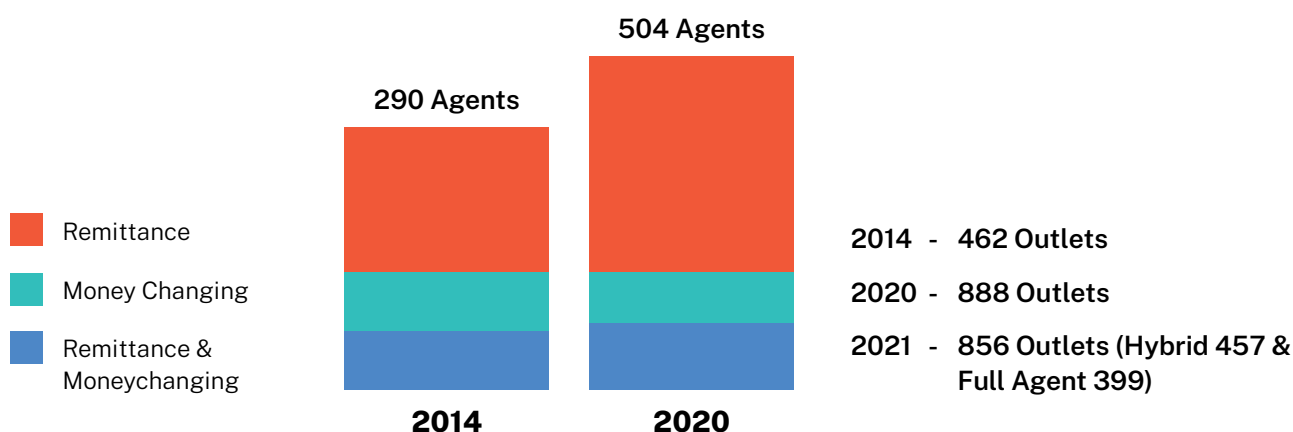
- **A Stronger and Modern Industry in 2020**

The Bank reiterated that the MSB industry continues to evolve from its modest beginnings into a stronger and modern industry. The Bank highlighted the 3 criteria that gave rise to this finding, being:

1. the less fragmented industry following the relicensing exercise with a number of players that has resulted in a reduction in 2020 until to date



2. The existence of wider points supported by expanded network agents



3. Diverse type of players with wide array of products to meet the changing customers' needs

- **Digitalisation for Industry Sustainability**

- Lessons that the industry learnt from the pandemic especially certain segments ;
 1. The money changers or Class C licensees are the most affected by the pandemic due to its high reliance on specific market segments
 2. Need to adopt digitalisation moving forward for customer convenience, competitiveness and more importantly the contactless feature

Wide Access To Digital Platforms				
MSB Sector	Online Portal	Mobile App	Multi Currency Card/Wallet	e-KYC Solutions
Remittance	20	17		
Money Changers	5	4	2	2
Total	29			

- **Proposal for Sustainability & Incentives**

The MSB industry needs to be strengthened further to withstand future challenges and to increase competition and the best way to do so is to ensure the eco system has more well capitalised MSB players.

The status of the Class C in terms of annual turnover and net losses and profit since 2018 has been declining due to the prolonged effects of the pandemic. Statistics shared by the regulators evidenced the need for Class C to seriously consider new business plans and operations for sustainability:

ANNUAL TURNOVER OF 3 PILLARS		
Outward Remittance (RM Bil)	Money Changing Turnover (RM Bil)	Money Changing Turnover (RM Bil)
2018 : 23.1	2018 : 79.7	2018 : 13.5
2019 : 23.9	2019 : 84.5	2019 : 13.1
2020 : 26.5	2020 : 22.8	2020 : 5.6
2021 : 25.8	2021 : 7.4	2021 : 2.0



3% - 2021

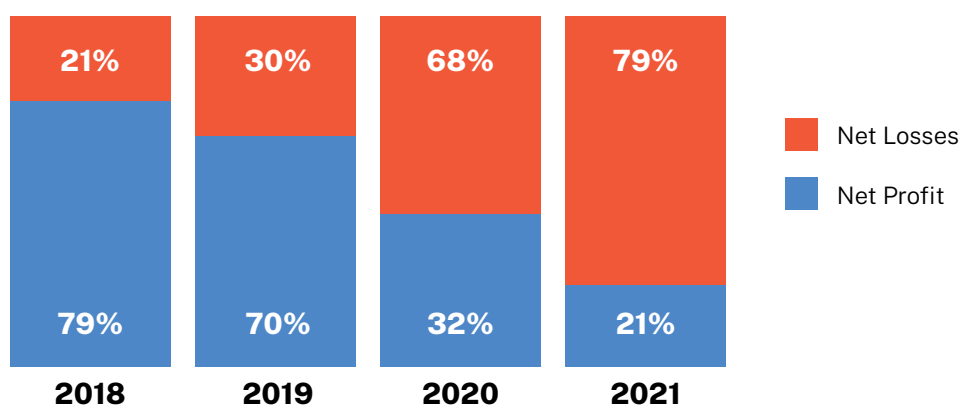


68%



64%

NET PROFITABILITY LOSSES



The proposals were either for Class C licensees to merge or consolidate by sourcing for right business partners within or outside the industry to form a merged entity or that become agents to principals or become full agents.

Several reliefs and incentives were given for consolidated entities

- 1** Relocation of Premises – Waiver on submission windows and exclusion from 1 year minimum operating period requirement
- 2** Staff Training Expenditure – Waiver on STE requirement in the first year of consolidation and subsequently 1% in the 2nd year
- 3** Minimum Capital Fund – Temporary forbearance on minimum capital funds requirement, subject to valid justification
- 4** Non-Synergistic Business – To allow operations of non-synergistic subject to approval under Section 19 MSBA 2011 subject to criterias

Reliefs for full Agents and Principal Agents

- 1** **Swifter Transition** - Waiver on submission windows for application to be submitted by principal licensees to appoint existing licensees which opted to become full agents
- 2** **Flexibility on Risk Based Oversight** – Allow flexibility on the frequency of on-site visits by the Principal to the agent premises subject to the principal apply risk based approach in its agents monitoring

The above incentives & reliefs only effective for 2 years upon approval Eligibility – For applications submitted and approved by end December 2022

Engagement Sessions with Government Bodies & Enforcement Agencies

MAMSB held several engagement sessions with government bodies and enforcement agencies to connect and create conversation on important issues that impact the industry at a micro and broader level. The one-to-one meetings between MAMSB and these related entities resulted in MAMSB being able to roll out focus group discussions and webinar series on industry-related issues that have impacted the MSB industry. The Association is vigilant about ensuring continued cross-organisation and cross-industry sharing to ensure the MSB industry is able to explore new business mechanisms and thought processes to become more sustainable in the future.



Ministry of Tourism and Culture (MOTAC)

After much endeavour, MAMSB was happy to receive an invite to a virtual meeting with YB Dato' Sri Hajah Nancy Shukri, Minister of Tourism, Arts and Culture (MOTAC) and the Secretary General of MOTAC on 21 January 2021. This meeting was initiated to follow up on several pertinent issues that were raised by the previous Presidents of MAMSB and also the recent communications on how both the Association and MOTAC can collaborate on several areas of mutual interest and national concern.

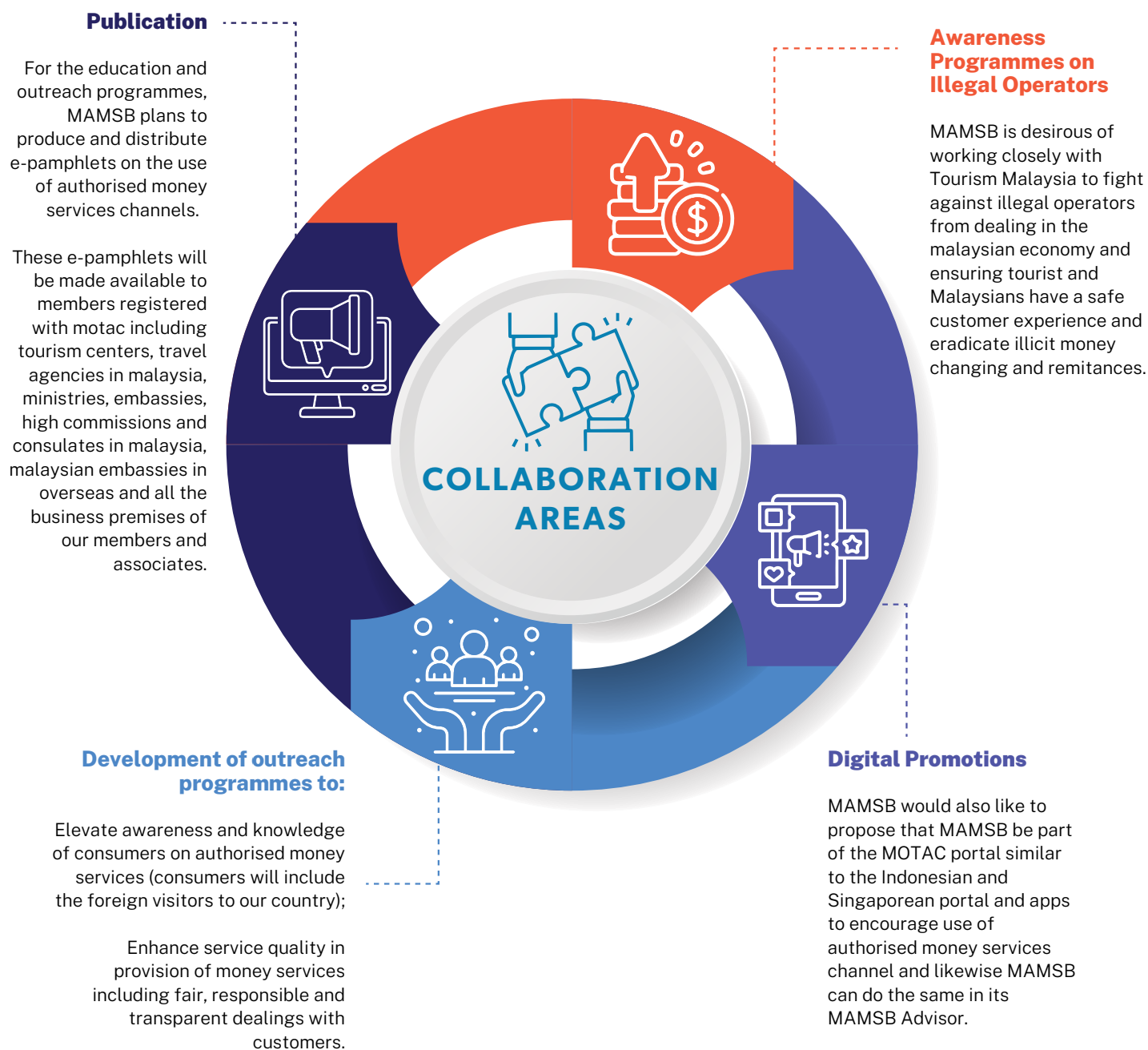
MAMSB reiterated its views on the grievous impact of the Covid-19 pandemic on the MSB players and especially on the currency exchange providers whose business is highly dependent on the tourism industry. As money changers are considered an integral part of the tourism industry, the Association requested MOTAC to consider its proposal to accept MSB as a sub-sector of the tourism industry more so due to the financial relief

and assistance afforded by the Ministry of Finance to tourism related economic sectors.

In November 2021, MOTAC affirmed that it was unable to consider MAMSB's request as it is beyond the Ministry's jurisdiction to declare the MSB sector as a sub-sector of MOTAC and that MSB industry is under the purview of Bank Negara Malaysia (BNM) as the governing body under the Money Services Business Act 2011 (Act 731). The status of the MSB industry is mandated by the Ministry of Finance as a financial services sector and as an "essential service". This decision brought the long-standing debate to a conclusion.

With regards to MAMSB's proposal to collaborate on industry related programmes, MOTAC was helpful and supportive. We were invited to have a virtual discussion with YBrs. Puan Mohanasundari Selvaraj, Setiausaha Bahagian Pembangunan Industri, on 16th November 2022 on how to proceed forward with our proposals. We were advised to pursue our plans with Tourism Malaysia which is the promotion and marketing arm of the Ministry. On 9th February 2022, MAMSB was invited to a virtual discussion with YBhg. Dato' Haji Zainuddin Abdul Wahab's, Director General to discuss our proposal which included the following collaboration proposals.

Collaboration Areas



Tourism Malaysia provided MAMSB with a list of associations and affiliates to connect with to bring about better awareness on how they can collaborate with authorised MSB licensees and work on the national agenda of eradicating illegal money services in the country. MAMSB is indeed grateful for this strong foundational collaboration with MOTAC and its agencies to pursue its awareness programmes under the new Strategic Blueprint.



Ministry of Human Resources Malaysia (PERKESO/SOCSO)

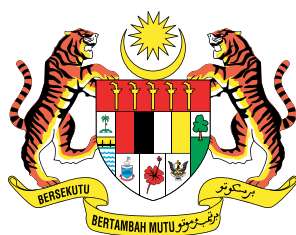
During the Movement Restriction Order (MCO), the Government provided financial assistance to employers via its Wage Subsidy Programme or (PSU) where monies were paid to employers for each enterprise and for each local worker earning RM4000 and below, duly registered and contributing to the Employment Insurance Scheme (EIS). Further, eligibility was extended to companies that have seen a 50% decrease in income since 1 January 2020. PERKESO is the lead agency dealing with the handing out of wage subsidy via PSU 1.0, PSU 2.0 and PSU 3.0 (PERMAI and PEMERKASA), PSU 4.0 and PSU 5.0. This financial relief incentive literally kept the MSB industry which comprises of 60% SMEs afloat since 2020.

Whilst many of the members were successful in receiving the PSU 1.0, however when it came to PSU 2.0 the industry faced severe challenges in obtaining the facility. Sometime in 6 January 2021 the Secretariat was informed by several members

that PERKESO was rejecting applications from members who had applied for the (PSU 3.0) on grounds of eligibility. MSB industry was not listed as an eligible industry for the PSU 3.0 unlike the 2.0 scheme before. This led to the presentation of a Memorandum seeking eligibility for PSU Scheme to the Ministry of Finance (MOF) on 15th January 2021.

After several rounds of discussions with MOF, MAMSB was connected to key personnel in PERKESO to assist in the inclusion of MSB players under “retail sector” for the PSU schemes. We are indeed grateful to MOF, Ministry of Human Resources, BNM and PERKESO for facilitating MAMSB to jump this hurdle and ensure our members were availed with financial assistance under the PSU scheme until today to retain their staff and buffer their operational expenses.

After these critical days, MAMSB was relieved that the MSB industry was recognised as a “C-19 highly impact industry” and was availed with the financial reliefs, grants, waivers and allowances provided by the Government to uplift the impacted industries and national economy. If there is a bright side to things, we would say that during the movement restriction period, the government bodies recognised the importance and significance of MSB industry to our financial national eco system and was ready to support it as an essential service to cater to the needs of primarily the unbanked community in Malaysia.



Ministry of Finance (MOF)

MAMSB sometime in early January 2021 was able to connect with the Ministry of Finance (MOF) on the grant of financial reliefs to the MSB providers. The President and CEO was successful in meeting the Deputy Finance Minister 2, YB Mohd Shahrir Abdulaziz and his officers in a physical meeting in Putrajaya on 27th and 29th January 2021 to discuss the following issues:

At the meeting, we raised the issue of how our members were having difficulty to have access to the financial relief funds granted by the Government under the PENJANA Scheme like the Wage Subsidy Programme or PSU 2.0 and 3.0. After much discussion, the Deputy Finance Minister advised its consultants Economic Stimulus Implementation & Coordination Unit Between National Agencies (LAKSANA) to look further into the matter and revert with a clear directive. MAMSB CEO was advised to follow up on this issue with the CEO of LAKSANA directly. In that context, the CEO of MAMSB submitted a Memorandum signed by impacted members requesting for urgent financial assistance under the PENJANA Subsidi Upah (PSU) Scheme.



MAMSB also raised other salient concerns regarding the current stringent loan criteria applied by the Banks when processing loan applications under the SME PENJANA Scheme for MSB applicants. We informed that banks today have pegged the MSB industry as an “avoid industry” or “high risk industry” that made borrowing from banks almost impossible. The Deputy Finance Minister advised that at this juncture it was best to seek out other alternatives for grants and loans

that may avail our members and suggested a few governments relief programmes like TEKUN for micro enterprises.

The other matter that was highlighted to the Ministry was the PENJANA HRDF scheme to enable members of the Association to have free training. MOF facilitated the Association by introducing us to the person in charge of policy decision under PENJANA HRDF to obtain the requisite information and assistance. The Secretariat invited PENJANA HRDF to a virtual meeting on 4th February 2021. In the meeting, MAMSB was informed that the PENJANA HRDF funds have been fully utilised by December 2020 and around 9,000 proposals were submitted. HRDF advised that MAMSB keep itself informed via their website to check when this course opens for submission. Although we were not successful in getting access to the PENJANA HRDF fund scheme, we are happy to inform our members and partners that MAMSB is registered and certified as a training institution under the HRD Corp and aspire to mobilise more learning modules under the HRDF banner to facilitate our members who are mandatory contributors to the agency.



Malaysian Anti-Corruption Commission (MACC)

MAMSB in its concerted initiative to ensure the upliftment of professional standards and ethical conduct amongst its licensed money service business providers made a courtesy call on 10 March 2021 to the Deputy Chief Commissioner of the Malaysian Anti-Corruption Commission (MACC) , Dato’ Sri Ahmad Khusairi Yahaya at the MACC Headquarters in Putrajaya to discuss a potential collaboration between MACC and the Association.

The Deputy Commissioner was accompanied by the Senior Director of Investigations Datuk Seri

Norazlan Mohd Razali and the Director of Anti Money Laundering Division, TPj Mohamad Zamri Zainul Abidin and had an engaging session with MAMSB’s President, Dato’ Sri Jajakhan Kader Gani and its CEO, Ms Chitra Sundram on how MAMSB can create better awareness and understanding on the role and responsibility of the MACC to its members through several potential initiatives.

In the meeting the Association identified the following areas:

(i) Acknowledgement of MAMSB

MACC acknowledged that they were not aware of the existence of MAMSB and after our briefing they felt MAMSB should play a serious role in creating better awareness amongst MSB players on the importance of compliance and good governance. Parties agree that there should be more inclusion on both parties’ platforms via media, website, seminars, workshops for better awareness.

(ii) Understanding Enforcement Procedures

MACC agreed with MAMSB that MSB players must be aware of MACC’s enforcement procedures and

the standard operating procedures during a raid. They agreed to have physical workshop sessions with MSB members in the 4 regions sometime in July 2021. MACC has agreed to provide the venue for no cost.

(iii) Press Statements

MACC was agreeable for MAMSB to make a press statement on the proposed collaboration if it wanted to as it will (i) give a strong note to the public on MSBs taking AML measures seriously; (2) boost public confidence; and (3) ensuring that members themselves are encouraged to be compliant. We were advised that if a press statement is made then they requested for it to be reviewed.

(iv) Liaison Officer

MAMSB requested for a Helpdesk for MAMSB or a Liaison Officer. MACC agreed and we have to date identified 2 officers.

The meeting was indeed a successful one which resulted in MACC agreeing to collaborate with MAMSB on conducting workshops and seminars for our members on MACC's enforcement standards, policy and procedures in the northern, central and southern regions of the peninsular. The first workshop is expected to be conducted by MACC via virtual platform on 14 October for all regions.

After months of planning and engaging with MACC, the Association jointly organised a workshop on the topic **"TAKLIMAT PELAN ANTI-**

RASUAH ORGANISASI DENGAN SURUHANJAYA PENCEGAHAN RASUAH MALAYSIA (SPRM)".

This workshop was held on 14 October 2021 from 8.30am to 1.00pm via a virtual platform.

Close to 250 members from the MSB industry attended this session. The presenters include TPj Mohamad Zamri bin Zainul Abidin, Timbalan Persuruhjaya, Bahagian Anti Pengubahan Wang Haram, SPRM, PPj Raymond Nion Timban John, Ketua Unit 2, Cawangan AMLA, Bahagian AMLA, SPRM, PPj Mohd Fauzi bin Maslam, Ketua Unit 1, Cawangan AMLA, Bahagian AMLA, SPRM and Ps Mohd Hazni Mohd Rathi, Penguasa, Bahagian Anti Pengubahan Wang Haram, SPRM.

In the afternoon, MACC organized a closed-door session between 70 MACC Officers and MAMSB Council Members. The purpose of the meeting was for MAMSB to present its role and responsibilities and scope of service as an association. This was a productive session that brought about better awareness and bilateral understanding between the parties.

We were indeed encouraged by the positive feedback from the members on the benefit they derived from this engagement. MACC too found this inaugural initiative a commendable one and are agreeable to have more similar sharing sessions and awareness programmes with the MSB industry on a regional basis. MAMSB will continue to engage with MACC for further engagements in 2022.





HRD CORP - Human Resource Development Corporation

MAMSB was made aware sometime mid-March 2021 that the Central Bank had written to HRDF stating their concerns on the expansion of the Pembangunan Sumber Manusia Berhad (PSMB) Act 2001 to the financial sector. BNM had objected to the inclusion on the basis that the expansion of the First Schedule of the PSMB Act 2001 would affect the existing regulatory requirements under the Bank's purview, training and learning development as well as regulatory and compliance requirements to the financial sector at large. Based on these reasons, BNM recommended that the financial sector be excluded from the expansion of the PSMB Act 2001 and this matter was made known to the Ministry of Finance and the Ministry of Human Resources and Attorney General Chambers.

MAMSB was advised that HRDF had plans to implement the levy imposition to the financial sector beginning July 2021 onwards and, in this regard, the Bank strongly recommended for MAMSB to write to HRDF as soon as possible highlighting the issues and concerns the MSB industry will face with the implementation of the said expansion of PSMB Act 2001. MAMSB wrote to the Minister of Human Resources (MOH) on 6 April 2021 seeking a waiver for the MSB industry as it was deeply impacted by the pandemic and

was not in the same category as banks. MAMSB pursued the matter again with the Minister's office end of April 2021 but to no avail.

On 3 June 2021, BNM advised MAMSB that HRD Corp agreed to provide an exemption from levy contribution to relevant employers listed under the Gazette Order PU(A)84/2021 which includes the MSB industry. The exemption was applicable from 1 June until 31 December 2021 subject to the condition that the employers must be registered with HRD Corp by 1 July 2021. MAMSB communicated with the industry to ensure all eligible members (including those who are temporarily closed / surrendered licence) to register with HRD Corp before 1 July 2021, and if they have not done so, to qualify for the levy exemption.

MAMSB continued to connect with HRD Corp until we received an invite in 29 June 2021 to attend a virtual briefing on the PSMB Act 2011. We extended the invite to the BNM policy division whose officers also attended for better understanding of the subject matter. As to date, the Act is effective and MSB members who qualify to contribute pursuant to the provisions of the Act, must make mandatory contribution of 2%. With this in mind, MAMSB successfully registered itself as a HRD qualified training provider and ensured that the 2% contribution towards HRD Corp can be utilised for MAMSB's training programme and events.

For GOCO trainings, the trainers who trains the programme must be TTT certified under HRD Corp and submit their certificate to MAMSB so we can upload on the system to obtain training claim on the GOCO Module. This will be beneficial to our MSB members who will be contributing in 2022 and able to make claims for MAMSB events/ training.



Agensi Kaunseling dan Pengurusan Kredit (AKPK)

The Credit Counselling and Debt Management Agency, or commonly known as Agensi Kaunseling dan Pengurusan Kredit (AKPK), is an agency set up by Bank Negara Malaysia in April 2006 to help individuals take control of their financial situation and gain peace of mind that comes from the wise use of credit.

As we all know, the financial standing of the majority of Malaysians has been deeply impacted by the Covid-19 pandemic since March 2020. The Money Services Business (MSB) industry which today consists of about 241 Class C members (money exchange) out of 284 licensees have

suffered almost 90% loss in their businesses with almost non-existent currency exchange transactions and tourism influx in the country.

MAMSB believes that our members will need advice on prudential financial planning and debt management to assist them to move forward in their loan repayments. We invited AKPK to engage with our members in two (2) virtual sessions. The first session was held on 2 August for the Central region and close to 80 members attended. The next session targeted the Northern, Southern, East Coast and East Malaysia regions and close to 70 Members attended the two-hour session.

This SME Pocket Talk session was presented by Ms Veronica Kow, Deputy Manager of the AKPK KL Branch.

The session covered topics on SMEs & the economy, challenges & assistance avenues, AKPK's value propositions for SMEs such as Small Medium Enterprise Help Desk, Small Debt Resolution Scheme, Online Learning and Future services.



Engagement with International Collaborative Partners



FOREIGN EXCHANGE & REMITTANCE GROUP (FERG)

MAMSB in its strategic plan to establish an international footprint and to promote itself as an MSB resource centre in Malaysia connected with the Foreign Exchange & Remittance Group (FERG) in early July of 2021. FERG, like MAMSB is a non-profit organisation formed based on the initiative of the Central Bank of UAE. The FERG similarly comprises companies engaged in the business of money exchange and remittances from large sized companies with over 100 branches, to single branch outlets to come onto a common platform and work towards mutual benefits.

We connected with Mr Shamil. K.P, Administration Manager of FERG virtually and what ensued was a productive discussion to explore potential collaborations in the following areas:

Sharing resources - To be able to share information on negative impact issues that face the MSB exchange industry.

Forging an International Footprint - Bi-lateral and multi-lateral engagements in the international arena regarding different services under the MSB industry.

The Ability to Influence and Make Change - In these pandemic times, it is crucial to be connected with regional associations that are dealing with similar purpose and audience.

Accelerated Business Velocity - To be able to collaborate in event involvement, such as speaking at our workshops/conferences and vice versa. Sharing and increasing knowledge amongst MSB players in Malaysia.

An area that interests MAMSB particularly is the Research and Article contribution in our Digital Newsletter – The Xchange. We look forward to the positive synergy.



THE REMITTANCE ASSOCIATION SINGAPORE (RAS)

The Secretariat engaged with Mr Barakath Ali, Chairperson of The Remittance Association Singapore (RAS) and his team to discuss partnership initiatives between MAMSB and RAS. A joint MOU is in discussion to provide mutual efforts which consists of webinars, information sharing, media exposure and FinTech drives at the Association level. We look forward to providing our Members with some international leverage on these joint initiatives. The Remittance Association (Singapore) was registered in April 2014 and initiated by a small group of 12 founding members who had contributed immensely to the formation of the Association along with the valuable support of the Monetary Authority of Singapore.

Committees and Taskforces

Finance Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Lim Ching Seng	EZ Money Express Sdn. Bhd.
2	Member (1)	Ms.	Chong Hui Yee	E-Globex Sdn Bhd.
3	Member (2)	Ms.	Chia Moy Huan	Chia Moy Huan

Membership Committee

No	Designation	Title	Name	Company
1	Chairman	Madam	Analisa Yin Binti Abdullah	Akar Warisan Sdn Bhd
2	Vice Chairman	Ms.	Leow Su Lin	Foo In Sdn Bhd

Code of Conduct Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Akbar Batcha Bin Mohamed Shamsuddin	Akbar Money Changer Sdn Bhd
2	Vice Chairman	Mr.	Albert Lim Poh Boon	TML Remittance Center Sdn Bhd
3	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat
4	Members (1)	Mr.	Manimakudom a/l Karuppiyah	Suria Muhabbat Sdn Bhd
5	Members (2)	Mr.	Sheikh Akhter Uddin Ahmed	NBL Money Transfer Sdn Bhd
6	Members (3)	Mr.	S.Z Kismath @ Kismath Batcha Bin S.M Ziaudeen	Syarikat S.M. Ziaudeen Sdn Bhd

Disciplinary Unit of Code of Conduct Committee (mobilised when required)

No	Designation	Title	Name	Company
1	Chairman	Mr.	Jeyashanker Kandasamy	Pioneer Consortium
2	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat

Legal Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Espen Kristensen	IME (M) Sdn Bhd
2	Vice Chairman	Ms.	Leow Su Lin	Foo In Sdn Bhd
3	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat

GOCO Committee

No	Designation	Title	Name	Company
1	Chairman	Ms.	Leow Su Lin	Foo In Sdn Bhd
2	Vice Chairman	Mr.	Manjeev Singh A/L Reginder Singh	MoneyMatch Sdn Bhd
3	Secretariat	Ms.	Chun Yun Xuan	Wang & Co. Money Changer Sdn Bhd
4	Asst Secretary	Ms.	Nurul Ana Shukor	NIUM Sdn. Bhd.
5	Treasurer	Ms.	Zhao Meixiang	BigPay Malaysia Sdn Bhd
6	Asst Treasurer	Mr.	Lim Tze Di (Alex)	Symbolic Business Sdn Bhd
7	Members (1)	Ms.	Lim Poh Hong	Tranglo Sdn Bhd
8	Members (2)	Mr.	Mohamad Azizul Bin Abdul Rahman	Mobile Money International Sdn Bhd
9	Members (3)	Mr.	Gunasekaran S.Raghavan	Akbar Money Changer Sdn Bhd
10	Members (4)	Ms.	Stephanie Sheila Phan Mei Loong	Everrise Money Changer Sdn Bhd
11	Members (5)	Mr.	Mohd Noorhamidi Bin Hishamuddin	TNG Digital Remittance Sdn Bhd
12	Members (6)	Ms.	Ainul Huda Jamil	World Currency Sdn Bhd

Education Committee

No	Designation	Title	Name	Company
1	Chairman	Dato' Sri	Jajakhan Bin Kader Gani	Jags Money Sdn Bhd
2	Vice Chairman	Mr.	Ayaz Raza KhanSingh	Apexchange Sdn Bhd
3	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat
4	Members (1)	Mr.	Manimakudom A/L Karuppiah	Suria Muhabat Sdn Bhd
5	Members (2)	Mr.	Mohamed Ershad Bin Syed Jahabar	S.S.B Interchange Sdn Bhd
6	Members (3)	Madam	Analisa Yin Binti Abdullah	Akar Warisan Sdn Bhd
7	Members (4)	Mr.	Sheikh Akhter Uddin Ahmed	NBL Money Transfer Sdn Bhd
8	Members (5)	Mr.	Chua Yee Chun	Inco Licenced Money Changer Sdn Bhd
9	Members (6)	Madam	See Yoke Siew	Adcrew Sdn Bhd
10	Members (7)	Mr.	Indra Raj Giri	GPL Remittance Malaysia Sdn Bhd
11	Members (8)	Mr.	Shaik Abdul Kadir	Pacific Money Exchange Sdn Bhd

Nomination Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Akbar Batcha Bin Mohamed Shamsuddin	Akbar Money Changer Sdn Bhd
2	Vice Chairman	Mr.	Mohd Sani Bin Mohamed Ismail	Munawarah Exchange Sdn Bhd
3	Secretariat	Mr.	Albert Lim Poh Boon	TML Remittance Center Sdn Bhd
4	Members (1)	Ms.	Chong Hui Yee	E-Globex Sdn Bhd.

Evaluation Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Akbar Batcha Bin Mohamed Shamsuddin	Akbar Money Changer Sdn Bhd
2	Vice Chairman	Mr.	Mohd Sani Bin Mohamed Ismail	Munawarah Exchange Sdn Bhd
3	Secretariat	Mr.	Albert Lim Poh Boon	TML Remittance Center Sdn Bhd

IT Advisory Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Adrian Yap Choong Shen	Money Match Sdn Bhd
2	Vice Chairman	Madam.	Analisa Yin Binti Abdullah	Akar Warisan Sdn Bhd
3	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat
4	Members (1)	Mr.	Mohamed Ershad Bin Syed Jahabar	S S B Interchange Sdn Bhd
5	Members (2)	Ms.	Leow Su Lin	Foo In Sdn Bhd

Digital Technical Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Sarveswarren Raja Gopal	TNG Digital Remittance Sdn Bhd
2	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat
3	Members (1)	Mr.	Ramesh Chaulagain	IME Sdn Bhd
4	Members (2)	Mr.	Rajeev Kumar Jha	Lotus Group Ent. Sdn. Bhd
5	Members (3)	Mr.	Sujai Raman Sundaresan	Lulu Money (Malaysia) Sdn Bhd
6	Members (4)	Mr.	Mohd Zahirul Kadir	NBL Money Transfer Sdn Bhd
7	Members (5)	Mr.	Adrian Yap Choong Shen	Money Match Sdn Bhd
8	Members (6)	Mr.	Mohammad Ridzuan Abdul Aziz	WorldRemit Malaysia
9	Members (7)	Ms.	Lim Paik Wan	Wise Payments Malaysia Sdn Bhd

Multi Principal Agent Technical Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Espen Kristensen	IME (M) Sdn Bhd
2	Vice Chairman	Mr.	Mohd Sani Bin Mohamed Ismail	Munawarah Exchange Sdn Bhd
3	Secretary	Mr.	Alex Lim	TML Remittance Center Sdn Bhd
4	Secretariat	Ms.	Chitra Devi / Bhavani Rajisperan	MAMSB Secretariat
5	Members (1)	Mr.	Jacob Varghese (Class A)	Lulu Money (Malaysia) Sdn Bhd
6	Members (2)	Mr.	Ramesh Chaulagain (Class A)	IME Sdn Bhd
7	Members (3)	Mr.	Abd Hamid Bin Abdullah (Class A)	Max Money Sdn Bhd
8	Members (4)	Mr.	Sarveswarren Raja Gopal (Class B)	TNG Digital Remittance Sdn Bhd
9	Members (5)	Mr.	Sheikh Akhter Uddin Ahmed (Class B)	NBL Money Transfer Sdn Bhd
10	Members (7)	Dato' Sri	Jajakhan Bin Kader Gani (Class C)	Jags Money Sdn Bhd
11	Members (8)	Mr.	Manimakudom A/L Karuppiah (Class C)	Suria Muhabat Sdn Bhd
12	Members (9)	Tuan Haji	Ahamed Syed Sidique Bin Abdul Latiff (Class C)	Alif Money Changer Sdn Bhd
13	Members (10)	Mr.	Adrian Yap Choong Shen (Digital Services Licensee)	Money Match Sdn Bhd
14	Members (11)	Ms	Leow Su Lin (GOCO Chairman)	Foo In Sdn Bhd

Money Changing Business Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Mohd Sani Bin Mohamed Ismail	Munawarah Exchange Sdn Bhd
2	Members (1)	Madam	Analisa Yin Binti Abdullah	Akar Warisan Sdn Bhd
3	Members (2)	Mr.	Umar Farook Bin Othuman Mydin	Triple Trillion Sdn Bhd
4	Members (3)	Tuan Haji	Ahamed Syed Sidique Bin Abdul Latiff	Alif Money Changer Sdn Bhd
5	Members (4)	Mr.	Nagapan a/l Nagarajan	Spectrum Forex Sdn Bhd
6	Members (5)	Mr.	Keyasudeen Bin Mohd Furuskhan	KMA Trading Sdn Bhd
7	Members (6)	Mr.	Lu Chen Kiong	Traveller's Money Changer Sdn Bhd
8	Members (7)	Ms.	Leow Su Lin	Foo In Sdn Bhd
9	Members (8)	Mr.	Mohamed Ridzwan Bin Mohamed Salim	Pahlawan Money Changer Sdn Bhd

Wholesale Currency Business Committee

No	Designation	Title	Name	Company
1	Chairman	Mr.	Espen Kristensen	IME (M) Sdn Bhd
2	Members (1)	Mr.	Ramasamy K. Veeran	Merchantrade Asia Sdn Bhd
3	Members (2)	Mr.	Abd Hamid Bin Abdullah	Max Money Sdn Bhd
4	Members (3)	Mr.	Rakesh Aravind	Travelex Malaysia Sdn Bhd
5	Members (4)	Mr.	Lim Kuan Yew	SMJ Teratai Sdn Bhd

Class C Committee on Money Changing

No	Designation	Title	Name	Company
1	Chairman	Mr.	Mohd Sani Bin Mohamed Ismail	Munawarah Exchange Sdn Bhd
2	Deputy Chairman	Mr.	Mohamed Arshad Bin Datuk Hj. Mohamed Iqbal	Benua Kapital Sdn Bhd
3	Members (1)	Ms.	Analisa Yin Binti Abdullah	Akar Warisan Sdn Bhd
4	Members (2)	Mr.	Umar Farook Bin Othuman Mydin	Triple Trillion Sdn Bhd
5	Members (3)	Mr.	Ahamed Sidique Bin Abdul Latiff	Alif Money Changer Sdn Bhd
6	Members (4)	Mr.	Nagapan A/L Nagarajan	Spectrum Forex Sdn Bhd
7	Members (5)	Mr.	Keyasudeen Bin Mohd Furuskhan	Kma Trading Sdn Bhd
8	Members (6)	Mr.	Lu Chen Kiong	Traveller's Money Changer Sdn Bhd
9	Members (7)	Ms.	Leow Su Lin	Foo In Sdn Bhd
10	Members (8)	Mr.	Ridzuan	Pahlawan Money Changer Sdn Bhd

Class D Committee on Wholesale Currency

No	Designation	Title	Name	Company
1	Chairman	Mr.	Chong Hui Yee	E Globex Sdn Bhd
2	Members (1)	Mr.	Jacob Varghese	Lulu Money (Malaysia) Sdn Bhd
3	Members (2)	Mr.	Ramasamy K Veeran	Merchantrade Sdn Bhd
4	Members (3)	Mr.	Abd Hamid bin Abdullah	Max Money Sdn Bhd
5	Members (4)	Mr.	Lim Kuan Yew	SMJ Teratai Sdn Bhd
6	Members (5)	Dato' Sri	Jajakhan Bin Kader Gani	Jags Money Sdn Bhd
7	Members (6)	Mr.	Abdul Wahab	ACE Money changers
8	Members (7)	Mr.	Rakesh Aravind	Travelex Malaysia Sdn Bhd

Strategic Blueprint Taskforce

No	Designation	Title	Name	Company
1	Chairman	Mr.	Mohamed Ershad Bin SyedwJahabar	S S B Interchange Sdn Bhd
2	Vice Chairman	Mr.	Sarveswarren Raja Gopal	TNG Digital Remittance Sdn Bhd
3	Secretariat	Ms.	Manpreet Kaur	MAMSB Secretariat
4	Members (1)	Mr.	Akbar Batcha Bin Mohamed Shamsuddin	Akbar Money Changer Sdn Bhd
5	Members (2)	Mr.	Adrian Yap Choong Shen	Money Match Sdn Bhd
6	Members (3)	Mr.	Manimakudom A/L Karuppiah	Suria Muhabat Sdn Bhd
7	Members (4)	Madam	Noorzliana Ahmad	Merchantrade Asia Sdn Bhd
8	Members (5)	Mr.	Rajendar Dhorkay	NIUM Sdn Bhd
9	Members (7)	Mr.	Ramesh Chaulagain	IME Sdn Bhd
10	Members (8)	Ms.	Leow Su Lin	Foo In Sdn Bhd

Education Taskforce

No	Designation	Title	Name	Company
1	Members	Ms.	Leow Su Lin	Foo In Sdn Bhd
2	Members	Madam	Analisa Yin Binti Abdullah	Akar Warisan Sdn Bhd
3	Members	Mr.	Mohamed Ershad Bin Syed Jahabar	S.S.B Interchange Sdn Bhd
4	Members	Mr.	Indra Raj Giri	GPL Remittance Malaysia Sdn Bhd
5	Members	Mr.	Ayaz Raza Khan	Apexchange Sdn Bhd
6	Members	Mr.	Manimakudom A/L Karuppiah	Suria Muhabat Sdn Bhd
7	Members	Ms.	Chitra Devi	MAMSB Secretariat
8	Members	Ms.	Bhavani Rajisperan	MAMSB Secretariat

Digital Taskforce

No	Designation	Title	Name	Company
1	Members	Dato' Sri	Jajakhan Bin Kader Gani	Jags Money Sdn Bhd
2	Members	Mr.	Manimakudom A/L Karuppiah	Suria Muhabat Sdn Bhd
3	Members	Mr.	Espen Kristensen	IME (M) Sdn Bhd
4	Members	Mr.	Mohd Sani Bin Mohamed Ismail	Munawarah Exchange Sdn Bhd
5	Members	Mr.	Sarveswarren Raja Gopal	TNG Digital Remittance Sdn Bhd
6	Members	Mr.	Adrian Yap Choong Shen	Money Match Sdn Bhd
7	Members	Ms.	Leow Su Lin	Foo In Sdn Bhd
8	Members	Ms.	Bhavani Rajisperan	MAMSB Secretariat
9	Members	Ms.	Chitra Devi	MAMSB Secretariat



MAMSB Workshop on Amendment to Constitution (Southern Region)

No	Name	Company	Class
1	LEE KOK POH	JIN CHENG GONG SDN BHD	C
2	CHOW SUET NEE	SMART BLEND SDN BHD	C
3	LIM CHUAN GHAI	FOO IN SDN BHD	C
4	MURALITHRAN B.MURTHY	EASY RETURNS SDN BHD	C
5	CHONG CHIN PIAW	SUPER LINK MONEY CHANGER SDN BHD	C
6	GOH SENG LIANG	PERINAGA CEMERLANG SDN BHD	C
7	LIM TZE DI	TML REMITTANCE CENTER SDN BHD	A
8	ANALISA YIN BINTI ABDULLAH	AKAR WARISAN S B	C
9	CHENG LEP HOW	TOP ENTERPRISE CAPITAL SDN BHD	C
10	JASON LIM HONG CHOE	HIAP LEE JOHORE	C

MAMSB Workshop on Amendment to Constitution (Northern Region)

No	Name	Company	Class
1	THAMIM ALI BIN MOHAMED SEENI IBRAHIN	ORIGINAL DEALS SDN BHD	C
2	SHAHUL HAMID	TRUE RINGGIT SDN BHD	C
3	ABDUL MANAF	MAJU MC SDN BHD	C
4	MOHAMED RIYAZULLAH	KANSON FOREX (M) SDN BHD	C
5	MOHAMED FAROOK BIN SHAIK ALAUDEEN	IPOH BEST CHANGES S/B	C
6	KEYASUDEEN	KMA TRADING SDN BHD	C
7	ASRAB ALIBIN SHAIK ABDUL KADER	BROADWAY MONEY EXCHANGE SDN BHD	C
8	SAMADI KASMURI	HASANI BUMI IDENTITI SDN BHD	C
9	MOHAMED SHERAFATH ALI	SHARAFATH ALI S/B	C
10	UMAR FAROOK	TRIPLE TRILLION SDN BHD	C
11	LIM YIN CHOON	C & H DOMINANT GERIK SDN BHD	C

MAMSB Workshop on Amendment to Constitution (Central Region)

No	Name	Company	Class
1	SOBY KURIAN	LOTUS GROUP ENT SDN BHD	B
2	AYAZ RAZA KHAN	APEXCHANGE SDN BHD	C
3	AHAMED SIDIQUE BIN ABDUL LATIFF	ALIF MONEY CHANGER SDN BHD	A
4	"MARIA ANTHONY DASS (REPRESENTING MR JACOB VARGHESE)"	LULU MONEY (MALAYSIA) SDN BHD	A & D
5	INDRA RAJ GIRI	GPL REMITTANCE MALAYSIA SDN BHD	B
6	JUSTIN NG	WESTERN UNION PAYMENTS (M) SDN BHD	B
7	MOHAMED FAIZAL ALI MOHAMED SALI	JALINAN DUTA SDN BHD	C
8	MD NUR E ALAM SIDDIQUI	PLACID EXPRESS SDN BHD	A
9	MANIMAKUDOM KARUPPIAH	SURIA MUHABAT SDN BHD	C
10	MDM SEE YOKE SIEW	ADCREW SDN BHD	C
11	KHALED MURSHED RIZVI	AGRANI REMITTANCE HOUSE SDN BHD	B

MAMSB Workshop on Amendment to Constitution (East Cost Region)

No	Name	Company	Class
1	HARIF FADILAH BIN HASHIM	HAK VENTURES SDN BHD	C
2	AMARUL HANIF BIN HARUN	WORLD CURRENCY SDN BHD	C
3	YONG SHU XIAN	ANJUR INTAN SDN BHD	C

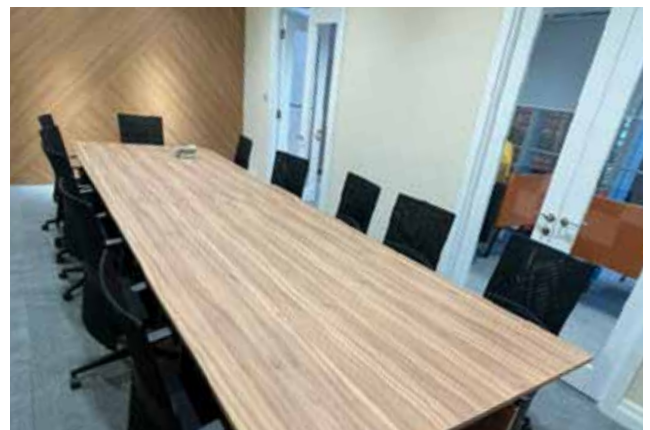
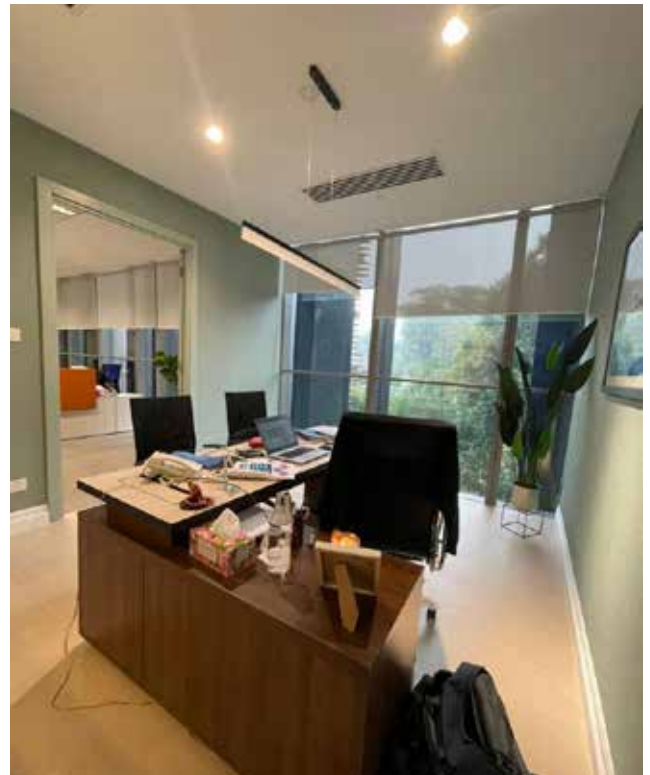


MAMSB Relocation to AICB Centre for Excellence

The Council Members of the 4th Term with much trepidation took a leap of faith to relocate the Association to the AICB Building (Centre for Excellence). Amidst serious concerns for the Association's financial standing and affordability, the relocation is seen as catalytic event to kick start our strategic plans for a modernised industry.

The moving process commenced with the Council resolving and approving the execution of the Tenancy Agreement which was reviewed by the Legal Committee for the Council's deliberation sometime in April 2021. This was followed by a meticulous procurement process on the appointment of a suitable contractor from the list provided by the Landlord, STF Resources Sdn Bhd. After undertaking costs comparisons (which was the primary consideration), competency and timing, Rezzuan Yeoh Ong Sdn Bhd (RYO) was appointed as the most cost effective and suitable architects/contractor for the renovation job.

MAMSB will operate officially from the new premises from 7th March 2022.



Industry Data & Statistics

1. MSB Turnover For All 3 Pillars Of MSB Industry - 2019 , 2020 & 2021

Remittance		2019	2020	2021
	Outward	RM 23.9 bil	RM 26.5 bil	RM 25.8 bil
	Inward	RM 4.4 bil	RM 6.6 bil	RM 11.6 bil

Money Changing		2019	2020	2021
	Buy	RM 42.1 bil	RM 11.3 bil	RM 3.6 bil
	Sell	RM 42.4 bil	RM 11.6 bil	RM 3.7 bil

Wholesale currency		2019	2020	2021
	Domestic	RM 13.1 bil	RM 5.6 bil	RM 2.0 bil
	Cross border	RM 11.6 bil	RM 5.1 bil	RM 4.5 bil

2. Inward Remittance 2021

Table 1 - E-Channel vs OTC market share: Inward remittance growth is attributed by E-channel

Year	2020	2021	YoY Growth
E-channel	RM3.0 bil (46.3%)	RM7.9 bil (67.8%)	161.3%
OTC	RM3.5 bil (53.7%)	RM3.7 bil (32.2%)	7.2%

Table 2 - P2P vs B2B market share (% of total inward value): Inward remittance growth is attributed by P2P

Year	2020	2021	YoY Growth
P2P	RM4.9 bil (76.2%)	RM9.1 bil (78.4%)	82.5%
B2B	RM1.6 bil (23.8%)	RM2.5 bil (21.6%)	61.5%

3. Outward Remittance 2018 – 2021

Table 1: E-Channel vs OTC market share: Outward remittance growth is attributed by E-channel

Year	2018	2019	2020	2021	YoY Growth
Industry Turnover	23.1 bil	23.9 bil	26.5 bil	25.7 bil	82.5%
E-Channel			6.6 bil (24.8%)	10.3 bil (40.0%)	Growth : 56.2%
OTC			19.9 bil (75.2%)	15.4 bil (60.0%)	Decline :-22.6%

Table 2 - Outward B2B value and market share (% of total outward value)

Below is the B2B value for outward remittance (which will be covered in the BNM-AR 2021)

	2019	2020	2021
Outward B2B	RM1.1 bil (4.5 %)	RM1.8 bil (6.8%)	RM3.1 bil (11.6%)

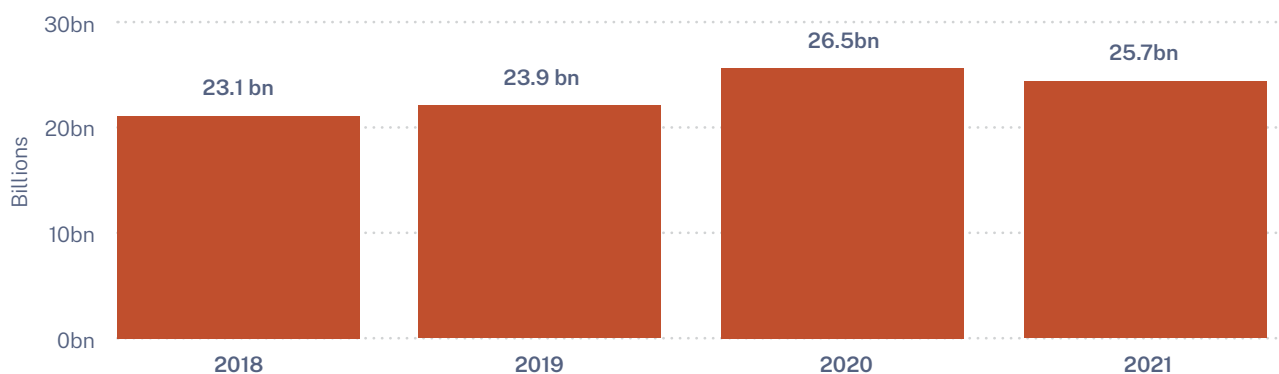
4. Money Changing and Wholesale Currency breakdown by business value are currently not covered in the BNM-AR, thus will not be provided for publication

MSB Ecosystem Today - The Reality Check	
Declining Statistics	Growth Statistics
declined by 3 % (2020: 26.5 to 2021: 25.8)	Growth by 40% market share [2019: 14.2% to 2020 24.8%]
Money Changing Turnover	Growth by 26% in volume [2020: 3.9 mil to 2021: 4.9 mil]
declined by 68% (2020: 22.8 to 2021: 7.4)	Increase of Digital Providers [2019: 23 to 2021:27]
Wholesale Domestic	Promising Growth of Money Changing via Digital
declined by 64% (2020: 5.6 to 2021:2.00)	18% in turnover [2020: 30.2 mil : 2021:35.6 mil]
	0.5% market share [2020: 0.1%]
	25% digital growth [2019 – 2020: 4/2021:5]

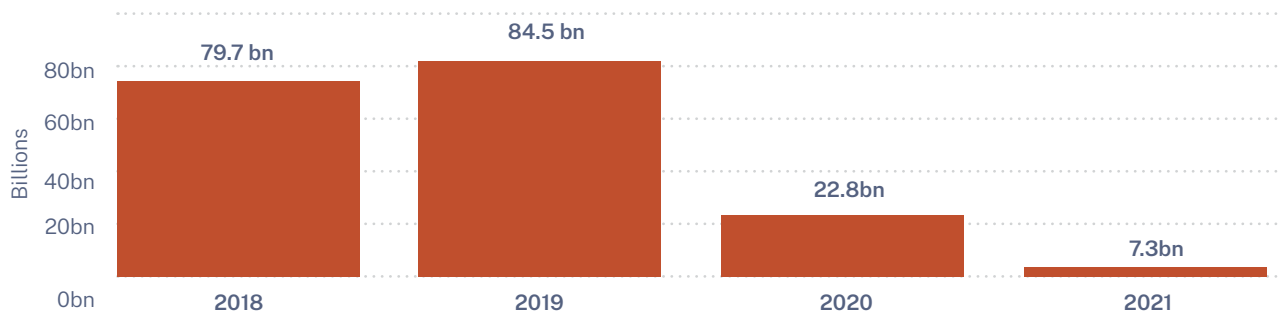
a) Industry turnover for 2021:

- Remittance: RM25.7 bil (annual decline of -2.9%, 2020: RM26.5 bil)
- Money changing (buy+sell): RM7.3 bil (annual decline of -67.8%, 2020: RM22.8 bil)

Turnover of Outward Remittance by Year



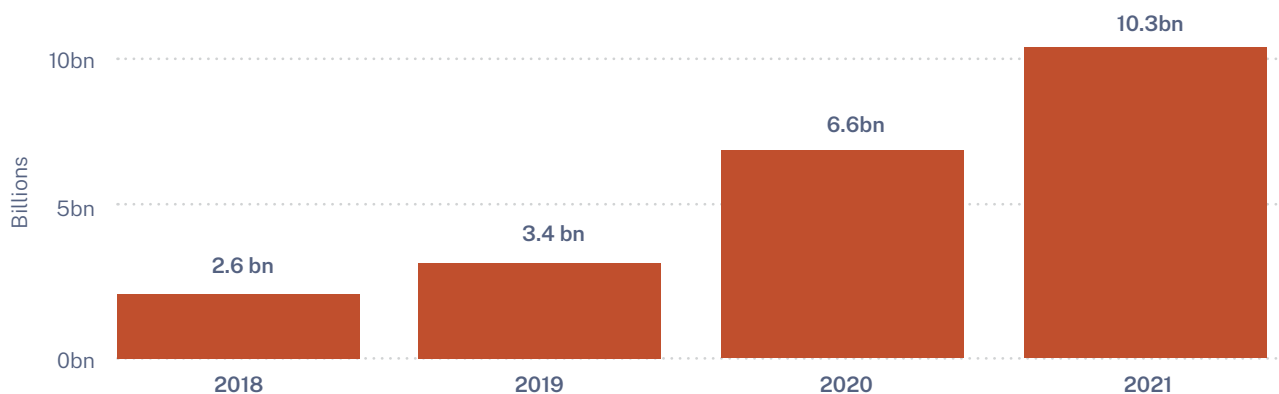
Turnover of Money Changing by Year



b) E-remittance (outward) trend

- E-remittance value recorded a 56.1% annual growth in 2021 (2020: RM6.6 bil, 2019: RM3.4 bil).

Turnover of E-Channel (Outward) by Year by Year



MSB Industry - Statistics on Mergers & Acquisitions

2020	2021
Merger & Acquisitions 4 Companies (merged to 2 entities)	Merger & Acquisitions 15 Companies (in progress) 13 (applied for Class A)
Surrendering of License 2 (become full agent) 9 (ceased business)	Surrendering of License 3 (become full agent) 26 (surrender due to non-sustainability)
Non-renewal / Revocation of License 1 Company	Non-renewal / Revocation of License 16 (exited the industry)

Annual General Meeting 2021

The Association successfully concluded the virtual Annual General Meeting (AGM) on 21st August 2021 via Azeus Convene's Remote Participation and Voting Facilities. The Secretariat Team with the President and Asst. Secretary gathered at the MAMSB office in Damansara Intan to handle the virtual AGM with the help of Convene.

General

The 2021 AGM was called to order at 2.00 p.m. with the CEO welcoming all the attendees to the Association's 2021 virtual AGM. She informed that there will be 7 Agenda Items to be tabled at the AGM and that PKF Risk Management Sdn Bhd will serve as scrutinizers for the 7 Agenda Items. The floor was passed to the President of MAMSB, Dato' Sri Jajakhan Bin Kader Gani who 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 1.57 p.m. was **213**, hence meeting the required quorum of 102 (1/3 of the 306 members in the Register of Members with voting rights) which gave mandate to the Chairman to proceed with the AGM.

Mr. Mohamed Ershad bin Syed Jahabar from SSB Interchange Sdn. Bhd. was appointed as the Minutes Secretary for e-AGM 2021.

There were 7 Items on the Agenda for the day and 5 simple meeting rules to ensure that all attendees keep focused and comply to the Constitution of the Association.

The 2021 AGM was closed at 4.30pm.

Welcoming Address by the President of MAMSB/Chairman of AGM-2021

Item 1 of Agenda

The Chairman informed that the 2020 Annual General Meeting Minutes was approved by the 3th term Council on 12th September 2022 and was disseminated to the members by 8th December 2020 by the 4th term Secretary Puan Siti Safina. The Minutes of Meeting under Item 1 of the Agenda was approved by **129 votes with 1- Disapproved and 2- Abstained.**

Item 2 of Agenda

The 2020 Quarter 4 Council Report was approved by members with 133 votes.

Item 3 of Agenda

The 2020 Quarter 4 Treasurer's Report and the Audited Accounts were accepted and approved by members with **214 vote whilst 4 Disapproved.**

Item 4 Agenda

To appoint one (1) internal auditor for the 4th Term office (2020-2021). The appointment of Mr. Nagapan A/L Nagarajan, CEO of Spectrum Forex Sdn. Bhd. as the internal auditor for the Fourth Term Office (2020-2021) was accepted and approved by members with **126 votes whilst 1 Disapproved and 4 Abstained.**

Item 5 Agenda

To appoint Messrs Mazars Plt as the external auditor of the Association for financial year 2021. MAMSB undertook a procurement process with 2 other Auditors and considered several factors especially costs before choosing Messrs Mazars. The comparisons of quotes was shared with the members at the AGM. Messrs Mazars Plt was accepted and approved by the members with **139 votes whilst 1 Disapproved and 2 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

To elect Council Members for the Fourth Term of office (2020-2021). The uncontested positions for casual vacancies nominated were:

Class B Council Representative:

Mr Sarveswarren Raja Gopal
[TNG Digital Remittance Sdn Bhd]

Central Region Council Representative:

Mr Ahamed Sidique Bin Abdul Latiff
[Alif Money Changer Sdn Bhd]

East Coast Vacancy:

None

Pursuant to Registrar of Societies requirements by notification to members at this AGM, the position of Ms Leow Su Lin as Acting Secretary is hereby ratified.

e-AGM was adjourned at 4.30 pm.