

Principal Letterhead

Subject: **Referral Letter on Hybrid Agent Conduct in Remittance Business**

Issuance Date:     /     /

This referral letter is only valid for six (6) months from the date of issuance.

Dear Money Service Business Principals,

We, [Principal's Name], having our registered office at [Principal's Address], are writing this referral letter regarding the conduct of [Hybrid Agent's Name] in relation to their remittance business under us. The [Hybrid Agent's Name] has been an agent to [Principal's Name] since [date of appointment from Principal].

We wish to provide an overview of their performance based on their operations while acting as our agent. The following points reflect our observations of their conduct:

**1. Compliance with Regulatory Requirements**

[Hybrid Agent's Name] has **[consistently demonstrated / encountered challenges in]** adhering to the relevant regulations and guidelines governing the remittance industry, including those issued by Bank Negara Malaysia (BNM) and other authorities.

**2. Operational Efficiency and Integrity**

In terms of operational performance, [Hybrid Agent's Name] has **[maintained high standards of / faced difficulties with]** customer service, transparency, and reporting accuracy in their remittance operations.

**3. Training Participation**

[Hybrid Agent's Name] has [successfully completed / not yet completed] the mandatory MAMSB training modules, including [specific modules]. Their participation in these training sessions has [demonstrated their commitment to / highlighted the need for improvement in] enhancing their knowledge of compliance, operational processes, and customer service within the remittance industry.

**4. Others**

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Based on our experience, [Hybrid Agent's Name] has **[proven themselves to be a reliable and compliant partner in the remittance business / encountered ongoing challenges that may impact their reliability and compliance]**.

### **[Optional]**

We **[recommend / do not recommend]** them for further engagements and partnerships in the remittance industry within this period.

Please feel free to reach out for any further clarification or details regarding our observations of [Hybrid Agent's Name].

Thank you.

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Name:

Position:

Phone number:

Email Address: