

**Issues related to services provided by banks to
money changers and remittance agents**

- (a) The existing statutory or regulatory regime on (i) the operation of money changers and remittance agents and (ii) the operation of banks in their business relationship with other institutions such as money changers and remittance agents;
- (b) The impact, if any, of the existing regulatory regime on banks and/or money changers and remittance agents in terms of compliance costs/burden; and whether any regulatory impact assessment has been conducted on the affected sectors when introducing the regulatory measures;
- (c) The number of employees engaged by money changers and remittance agents and whether and how employment opportunities in this sector will be jeopardized by the alleged refusal of banks to provide services to money changers and remittance agents leading to the latter institutions' cessation of business;
- (d) Whether the alleged refusal of banks to provide services to money changers and remittance agents will result in banks' monopolization of the money-changing and remittance business, thereby creating unfair competition in the market; and
- (e) Whether there are any established or uncodified industry practice or criteria based on which banks can refuse providing services to customers in certain economic sectors; and if yes, the details of and the basis for such practice or criteria.