



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

2017

Financial Stability and  
Payment Systems Report



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## **PREFACE**

The Financial Stability and Payment Systems Report 2014 outlines Bank Negara Malaysia's assessment of risks and challenges faced by the Malaysian financial system and the capacity of the system to sustain its financial intermediation role in the economy. It also reports the developmental initiatives pursued by the Bank to reinforce the roles of the financial services sector in supporting and contributing to economic growth and the economic transformation process, as well as the regulatory and supervisory measures undertaken by the Bank to ensure continued safety and soundness of financial institutions and promote overall financial and payment systems stability.

This publication is intended to promote greater understanding on issues and developments affecting financial stability, including policy directions of the Bank.

The Financial Stability and Payment Systems Report is available in PDF format at [www.bnm.gov.my](http://www.bnm.gov.my)

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## GOVERNOR'S STATEMENT

The year 2014 was characterised by volatility in the international financial markets amid a less optimistic outlook for global growth, prospects of divergent policies by major monetary authorities and sharply lower oil prices. Along with the other economies in the region, the Malaysian financial system was affected by the consequent shifts in global liquidity following the reassessment of risks by investors in the current environment. These shifts in liquidity have however been increasingly accompanied by a greater differentiation across countries.

The Malaysian financial system has remained resilient in the face of these developments, underpinned by strong financial intermediaries and the efficient functioning of the intermediation process. This has in turn supported private sector economic activity. The more developed domestic financial markets and the large domestic institutional investor base have also provided a source of stability to the financial markets during the periods of heightened volatility. Orderly conditions have therefore continued to be preserved in these markets. Despite some elevation in interbank and retail funding costs towards the conclusion of the year, in part reflecting adjustments by banks to the impending new liquidity standards, there continues to be ample liquidity in the banking system. Results of the Bank's stress tests under extreme assumptions of credit and funding shocks affirm the high level of resilience of the banking system. During the year, the risks in the household and property sectors have also receded, following the earlier macroprudential and fiscal measures.

Looking ahead, the management of financial system stability will focus on a number of challenges arising from the implications of the changing global and domestic economic conditions on the financial system, and on the adjustments to the broad regulatory reforms. This is to ensure that they do not create disorderly effects on the financial intermediation process. The reduction of the complexity of the international standards and the improvements to their coherence will certainly facilitate their more effective implementation. In implementing the planned changes to the core standards, the Bank will consider their appropriate application in the domestic context. Additionally, attention will also be focussed on ensuring that arrangements safeguarding financial stability will continue to adequately take into account the changing nature of financial intermediation, including the now more significant role of capital markets and non-bank financial institutions, in addition to the increased cross-border financial activities.

The Bank has therefore continued to maintain a high degree of vigilance that has involved a more intrusive supervisory oversight on the financial institutions. Particular focus is given to ensuring that bank lending and provisioning standards remain sound. Key regulatory reforms, notably those related to the Basel III reform package, are also proceeding at a measured pace with close observation of their impact during the transition period. During the year, important steps were taken to strengthen the regulation and supervision of financial groups to improve the risk assessments and to mitigate the effects of regulatory arbitrage that can arise from different prudential standards that are being applied across the financial sector.


The Bank will also continue to regularly review the risk metrics used in the supervision of financial groups and for monitoring risks to financial stability, to capture the new sources of contagion risk and the channels for their transmission. The Bank's risk assessments and stress tests, that is elaborated in this Report, have expanded considerably in scope. The Bank has also broadened the surveillance of the non-bank intermediation activities. Our strengthened financial legislation has enhanced the ability of the Bank to address identified risks arising from such intermediation activities that is outside the formally regulated financial system. This has been particularly important in mitigating the build-up of financial imbalances in the household and property sectors. Considerable work also continues to be directed at strengthening the operational frameworks, including their governance, for managing these risks and towards improving inter-agency coordination in safeguarding financial stability.

An important consideration for financial stability has been the growing regional and international linkages of the financial system through the growing overseas presence of domestic financial institutions and the evolving payment and settlement arrangements that facilitate the trade and investment flows. Such strengthened interlinkages will contribute towards enhancing the region's growth potential and facilitating the more efficient mobilisation and allocation of funds across the region. The international characteristics of Malaysia's sukuk market and the participation of non-residents in the domestic capital markets more broadly, have also strengthened the diversity and the internationalisation of our financial markets. Progress within ASEAN on the development of an integrated capital market and the imminent implementation of the ASEAN Banking Integration Framework will reinforce this interconnectivity. The Bank continues to actively expand its cooperation arrangements on financial stability with other central banks and supervisory authorities in different parts of the world. These arrangements, extending to 16 regional and international economies to date, cover a broad range of areas, including supervision, financial stability risk assessments and monitoring, and crisis management. Also important has been the continuing efforts to identify and remove impediments to information flows that are necessary to support cross-border supervision and risk management.

The Bank continues to pursue a number of important structural reforms in the financial system. These generally have two main objectives: to enhance the efficiency and capacity of the financial system in meeting the needs of the economy, and to reinforce sound incentives for prudent risk taking while having regard to the changing dynamics in the financial system. In the coming years, major reforms in the insurance sector will shift into sharp focus as the Bank continues to carefully balance the objective of evolving a more competitive environment that is reinforced with financial prudence and adequate consumer protection. In the banking sector, the implementation of the new reference rate framework for the pricing of retail financial products will enhance the transmission of monetary policy, while improving pricing discipline and transparency to consumers. The introduction of Islamic investment accounts, supported by an integrated Investment Account Platform, will also significantly expand opportunities for the financing of new and innovative businesses. In the payment card industry, reforms will be introduced this year to address incentive distortions and promote the wider use and acceptance of cost-efficient and competitive payment instruments.

Given the important global developments in the international financial stability agenda, the Bank remains an active participant in the various international fora. During the course of the year, the Bank was admitted as an observer on the Basel Committee on Banking Supervision and Financial Action Task Force, both of which will provide a strategic opportunity for the Bank to highlight the emerging market perspectives on the key developments shaping the financial landscape. It also affirms Malaysia's commitment towards embracing international standards that are inclusive. In addition, Malaysia became the host of the headquarters for the Alliance for Financial Inclusion (AFI) and a World Bank Group Office, both located at the Bank's Sasana Kijang. The AFI in particular reflects the global recognition of Malaysia's long-standing commitment to the global and domestic advancement of financial inclusion.

Going forward, the Bank's financial stability agenda will continue to maintain a strong focus on enhancing the conditions for long term resilience and stability that will support the sustained growth of the Malaysian economy.

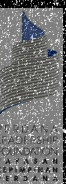


Zeti Akhtar Aziz  
Governor  
11 March 2015



# 2017

EXECUTIVE SUMMARY





### **Risk developments and assessment of financial stability in 2014**

Domestic financial stability continued to be preserved throughout the year. Global events as well as financial and economic developments had a significant impact on regional financial markets, with periods of higher volatility experienced during the year. In the case of Malaysia, portfolio flows were also influenced by concerns over the potential impact of sharply lower oil prices on the domestic economy in the final month of the year. The country's deep financial markets and the presence of strong domestic institutional investors in Malaysia have supported orderly conditions in the markets despite higher net outflows of portfolio funds during the year. Financial institutions also continue to maintain strong capitalisation and financial performance, with stable funding profiles and prudent risk taking. This in turn has ensured that domestic funding conditions, both in the banking system and capital markets, remained favourable and supportive of financing activities of businesses and households.

Risks to domestic financial stability arising from household indebtedness and rising property prices are moderating as a result of the package of measures taken since 2010. The growth in aggregate household debt continued to moderate as intended, expanding by 9.9%, the slowest pace since the peak in 2010. Risks associated with the accumulation of unsecured household borrowings receded further as a result of improved assessments by banks and non-bank financial institutions (NBFIs) of the ability of borrowers to take on additional debt. This has been accompanied by strengthened pricing and credit risk management practices. At the aggregate level, household financial buffers remain healthy, with the ratio of household financial asset-to-debt sustained at above two times. Stable employment and income conditions have further supported the debt servicing capacity of households. The share of debt attributed to households that earn RM3,000 or less a month continued to decline over the past two years to account for 26.7% of total household debt, from more than 33% in 2012. The financial

burden of these households eased following the various financial assistance and housing programmes provided by the Government. As a result, the aggregate leverage for this group has not deteriorated further, although lowering the leverage to a more comfortable level remains important. Reflecting these developments, household debt-to-gross domestic product (GDP) rose only marginally to 87.9% compared with earlier years.

Importantly, new household borrowings were of higher quality. Among lower income households, the share of new loans approved with a debt service ratio of 60% and below has increased substantially. This provides households with more comfortable buffers to weather financial challenges. Higher financing rates following the increase in the Overnight Policy Rate in July 2014 had little impact on households' debt servicing capacity. This reflects on one hand, the substantial share of household borrowings which is based on fixed financing rates, and the building up of stronger financial buffers by households on the other. In the unlikely event of simultaneous and severe default incidents occurring across all the different types of household borrowings, potential losses to the banking system would remain well within the excess capital buffers in the banking system.

Developments in the housing market are reducing risks of a potential sharp correction in house prices as the intended effects from the series of macroprudential and fiscal measures have become more apparent. The Malaysian House Price Index recorded three consecutive quarters of slower growth since end-2013, across almost all house types and major employment centres. Government initiatives to increase the supply of affordable housing have helped to ease pressures on house prices amid prevailing strong demand for affordable houses which continues to outstrip supply. The gap between demand and supply will, however, take some time to narrow. Risks to household finances and domestic financial stability from a house price correction continue to be mitigated by: (i) the subdued speculative purchases in the property market; (ii) prudent valuation and credit risk management practices, with improved loan

affordability assessments, by banks; and (iii) the sound quality of the housing loan portfolio. In the non-residential property sector, conditions have remained broadly stable and are improving in some segments.

Total borrowings by non-financial businesses (including government-linked companies) grew more moderately by 6.8% to RM1,037 billion, accounting for a lower share of 96.9% of GDP. External borrowings by businesses recorded a negligible growth of 0.05%, contrasting with the higher growth (+8.5%) in domestic borrowings. The overall leverage of businesses, though marginally higher with a debt-to-equity ratio of 42.7%, remains comfortably within prudent levels. This has supported the debt servicing ability of businesses, including large borrowers from the banking system, despite the more significant movements in exchange rates and commodity prices that were experienced during the year. The quality of business loans in the banking system remains sound, with broad-based improvements observed in delinquency and impairment trends across most economic sectors. Potential credit losses from simulated shocks on large borrowers were assessed to be manageable, supported by healthy cash buffers and earnings. The credit risk outlook, as measured by the Expected Default Frequency, for the sector as a whole improved further despite business conditions that are likely to be affected by increased uncertainties for some industries. This includes businesses dependent on exploration and production concession contracts in the oil and gas sector following the decline in oil prices. The exposure of the banks to such businesses, however, are small at below 2% of total credit exposures to businesses.

Domestic banking groups (DBGs) continued to expand their regional footprint during the year. The overseas operations of DBGs continued to demonstrate a stable risk profile, characterised by operations that are mainly focused on traditional lending activities, a low-risk funding structure which is supported by a high component of local currency deposits, and sound asset quality. Ongoing improvements to risk management at the entity and group levels commensurate with the growing size of overseas operations, further mitigate the potential for risks to be transmitted to the domestic banking system. During periods of heightened volatility in the region, overseas branches and subsidiaries of DBGs have continued to maintain healthy growth and profits. The Bank continues to enhance home-host supervisory

engagements as part of its consolidated supervision of DBGs. This enables the early identification of potential vulnerabilities and the effective coordination of supervisory responses.

Financial institutions continued to demonstrate strong financial performance and capitalisation, underpinned by sound governance and risk management practices. Sustained improvements in operational efficiency, observed over several years now, have also contributed to the positive performance. Continued profitability and generally conservative earnings retention policies further increased banks' capital buffers in excess of the minimum regulatory requirement which stood at RM97.4 billion as at end-2014. The strong buffers support the ability of banks to comply with minimum capital requirements (which are also being progressively strengthened) under a range of adverse conditions. The capitalisation of the insurance industry also strengthened, with excess capital buffers amounting to RM30.2 billion.

The historically low delinquency levels across major financing segments and already high loan loss coverage ratio continued to lend support to banks' net interest margins which improved during the year. At current levels, margins are fairly thin and it is therefore important that banks continue to observe sufficient rigour in their pricing and provisioning practices. These areas have been a major focus of the Bank's supervisory reviews in recent periods. The performance of the life insurance and family takaful sector similarly improved in 2014, having recovered from significant investment losses incurred in 2013. General insurers remained profitable and have been recording improving loss ratios in the fire and motor sectors over the last three years.

Stress tests conducted by the Bank affirm the strong capacity of financial institutions, both at the system and institutional levels, to withstand severe macroeconomic and financial strains. The share of credit intermediation by the NBFIs that are not regulated by the Bank has also declined since 2011. This partly reflected the pre-emptive measures introduced to reduce opportunities for regulatory arbitrage by NBFIs involved in credit intermediation and to contain the build-up of systemic risks.

### **Development of the financial sector**

The financial intermediation process has remained supportive of the financing needs of the economy. New financing extended by the banking system to

the private sector grew by 13.3%. Over 70% of loans disbursed were channelled to businesses, of which 30.4% were loans extended to small and medium enterprises. Despite greater volatility in the financial markets, orderly conditions continued to support corporate fund raising activity. Issuances of private debt securities grew by 10.7% for the year to RM137.5 billion. Greater collaboration between the Bank, the financial industry, businesses and relevant government agencies is helping to address the issues that constrain bank financing to businesses in new growth industries. This includes bridging information gaps on the commercial potential of innovative industries, building capabilities within financial institutions to value these businesses, providing advisory support in financial management, and increasing awareness of alternative forms of financing that are more suited to the nature and maturity of the businesses. Further progress in these areas will enable financial institutions to play a larger role in supporting the financing needs of new growth industries without inappropriately increasing risks to depositors.

In the insurance and takaful sectors, reforms to promote competition, address pricing distortions and improve value to policyholders continued to be a priority. These reforms will contribute towards the long-term sustainability of the industry while encouraging more Malaysians to secure the insurance/takaful protection that they need. A major component of the reforms is the Life Insurance and Family Takaful Framework. Following extensive consultations with the public and industry, the Bank will implement the framework in phases beginning in 2015. The near term benefits to the public will include wider access through direct channels to compare and purchase life/family takaful products, a larger pool of financial advisers who are qualified to provide independent financial advice, and improved incentive structures for insurance intermediaries that have a stronger focus on professional conduct and service quality in the interests of consumers. Another major reform initiative is the implementation of the New Motor Cover Framework. This initiative continued to deliver significant improvements in the motor claims settlement process which are also helping to contain insurance losses – an important outcome to ensure that motor insurance remains viable for insurers and affordable for consumers. Plans remain on track to gradually abolish motor tariffs from 2016 and move towards a pricing mechanism that is more reflective of risk. This will

enable policyholders with better risk profiles to benefit from lower premiums, while ensuring that premiums will be adequate to cover losses. In 2015, a detailed roadmap which sets out the approach towards full market-based pricing will be announced.

At 104.4% of GDP, Malaysia's debt securities market remains the largest in Southeast Asia. Malaysia also continued to be a preferred destination for global sukuk issuances, with over 60% of new global issuances worth USD77.9 billion originated out of Malaysia in 2014. The year also saw the first yen-denominated sukuk issued out of Malaysia, and the largest renminbi bond issuance by a Malaysian corporate to date. These developments continue to add to the breadth and depth of the Malaysian bond market, particularly in terms of the diversity of its currency and investor base. In the foreign exchange market, the market infrastructure continues to be modernised by leveraging on electronic channels for transactions in the interbank market. Proposals were also advanced to enhance the oversight, integrity and transparency of the Kuala Lumpur Interbank Offered Rate (KLIBOR) setting process in line with international standards.

Initiatives to facilitate the wider use of regional currencies were intensified during the year to support growing intra-regional trade and investment activities. Facilities for banks to manage short-term renminbi liquidity were expanded. A notable development was the appointment of a renminbi clearing bank in Malaysia – the first in an emerging economy in Asia outside China – which will enable domestic financial institutions to source renminbi funds directly from the onshore Chinese financial market at competitive rates. In addition, the passage of the Netting of Financial Agreements Bill 2014, which affirms Malaysia's status as a "netting-friendly jurisdiction" will contribute towards enhancing overall liquidity in the derivative market and substantially lower the costs of derivative transactions. This in turn will encourage better risk management and the development of the domestic financial markets.

Advancing the financial inclusion agenda remained an important focus of the Bank in 2014. A monitoring framework has been developed to systematically track the progress of financial inclusion initiatives and provide input to the Bank's financial inclusion priorities. While the

goal of expanding access to financial services across the country has been largely achieved, going forward, the Bank is also concerned with promoting the interests and needs of consumers by encouraging the responsible use of financial products and services.

Agent banking which was introduced in Malaysia in 2012 has continued to expand its reach across the country. The number of financial institutions and agents that are part of agent banking networks increased during the year along with an expanded range of services offered through the agent banks. In three years, the number of sub-districts (*mukims*) that have a banking presence has more than doubled to 95% of all 872 sub-districts in Malaysia, from just 46% in 2011, largely due to the presence of agent banks. Micro enterprises have also continued to be supported with greater access to financing under the *Skim Pembiayaan Mikro*. Total outstanding financing under this scheme has continued to grow, with a total of RM2.7 billion in financing extended to more than 168,000 micro-enterprise accounts since its inception. New financing, savings and insurance/takaful products, catering specifically to the needs and financial circumstances of micro enterprises and lower income households, were also developed during the year. Globally, the Bank has continued to be a strong advocate of inclusive financial development. The establishment of the headquarters of the Alliance for Financial Inclusion in Malaysia reflects the commitment of the country to support initiatives to expand financial inclusion at a broader level.

The Islamic finance industry continued its growth momentum in 2014. Islamic banking assets grew by 12.0% and now account for 25.6% of total banking system assets. Foreign currency assets also increased to RM27.7 billion, reflecting the growing importance of cross-border transactions in Islamic finance. Innovations in Islamic finance, supported by a sound regulatory framework, have continued to drive its growth and development. The issuance of the Investment Account Framework in 2014, and the launch of an Investment Account Platform expected in 2015, will expand the offering of investment accounts as a new Shariah-compliant asset class and source of funding. The Bank also made further progress towards putting in place a comprehensive Shariah contract-based regulatory framework. This is supported by operational standards that are being introduced to ensure end-to-end compliance with Shariah principles

in the offering and management of Shariah contract-based products.

Financial integration in the region advanced further with the conclusion of the Sixth Package of Financial Sector Commitments under the ASEAN Framework Agreement on Services. Together with this package, the ASEAN Banking Integration Framework was finalised, paving the way for deeper regional banking integration. Under the framework, Qualified ASEAN Banks will be accorded greater access and flexibilities to expand into regional markets, consistent with the aim of enlarging their role in facilitating intra-regional trade and investment. In anticipation of this, the Bank, Bank Indonesia and Otoritas Jasa Keuangan signed a Heads of Agreement in December which identifies measures to facilitate market access and operational flexibilities that would be accorded in Malaysia and Indonesia to Qualified ASEAN Banks from both countries. Regulatory and supervisory arrangements will also be strengthened to ensure that domestic and regional financial stability is preserved.

The Bank has continued to invest in the development of a sustainable talent pipeline for the financial industry. Further collaborations with the financial services industry were pursued to raise the supply and quality of financial professionals in order to ensure that the financial sector remains well-resourced, with higher levels of professional standards. The establishment of the Financial Services Talent Council and the Financial Services Professional Board during the year further complements the institutional arrangements for talent development that have been put in place over the years. This includes the repositioning of the Institute of Bankers Malaysia to form the Asian Institute of Chartered Bankers and the establishment of the Asian Banking School. These arrangements now cover a full range of solutions that are required to meet the growing challenge of producing sufficient high quality talent for the current and future needs of the financial services industry.

### **Regulatory and supervisory framework**

The regulatory and supervisory framework continued to be strengthened, driven both by the global reform agenda as well as domestic priorities. The domestic implementation of the Basel III regulatory reforms focused on finalising the Liquidity Coverage Ratio standards. This is now almost completed with final rules

expected to be issued in March 2015 for effective implementation from 1 June 2015. Having built strong liquidity buffers and supported by sound liquidity risk management practices, banking institutions are expected to meet the minimum liquidity requirements with relative ease.

The development of a regulatory framework for financial groups was also an important priority for the Bank in 2014. This aims to ensure that material risks to licensed financial institutions from group-wide activities are effectively managed and controlled. The Bank is in the final stages of approving financial holding companies (FHCs) under the Financial Services Act 2013 (FSA) and the Islamic Financial Services Act 2013 (IFSA) which will be required to comply with prudential standards applicable to the group. During the year, the Bank completed initial consultations with the industry on the proposed capital standards for banking groups which will be the first set of prudential standards to be issued for application to FHCs.

Enhancing corporate governance and risk management practices also continued to be a key focus of the policy agenda. The Bank concluded a broad review of the corporate governance framework for financial institutions and will publish proposals within the first half of 2015 to streamline and further strengthen existing standards, focusing in particular on helping boards perform their role more effectively. The Bank also consulted with the industry on new standards on operational risk management and compliance. Given the more extensive nature of outsourcing observed within the financial sector, work is in progress to update existing prudential frameworks on outsourcing. This aims to clarify the boundaries within which financial institutions can continue to leverage on outsourcing arrangements without materially increasing risks in the operations of financial institutions. A limited revision to the prudential limit for exposures to single counterparties was also made during the year to provide greater flexibility for banks to manage short-term intra-group exposures under group operating models.

In the insurance and takaful sectors, requirements on the preparation of the financial condition report which is used to inform boards of changes in an institution's risk profile or conditions affecting its business were strengthened. The Bank also consulted with the industry on proposals to enhance standards on the management of

participating life policies. These mainly address the Bank's expectations of insurers to observe practices that are actuarially sound and equitable to policy owners when deciding on discretionary bonus distributions.

The regulatory framework for development financial institutions is also being further developed and strengthened to better support the specific mandates of these institutions in promoting more inclusive and sustainable growth. To this end, the Bank is working closely with relevant Ministries on proposed amendments to the Development Financial Institutions Act 2002, which would be tabled to Parliament in 2015.

As Chair of the National Coordination Committee to Counter Money Laundering (NCC), the Bank continued to play a central role in coordinating nationwide efforts to strengthen the anti-money laundering and countering the financing of terrorism (AML/CFT) regime in Malaysia. In 2014, the NCC completed a number of key initiatives which included strengthening the supporting legislation, developing the National Risk Assessment to identify key vulnerabilities and money laundering and terrorism financing threats, and formulating the National AML/CFT Strategic Plan to comprehensively address these threats. An evaluation exercise was undertaken by international assessors to determine Malaysia's compliance with the International Standards on Combating Money Laundering and the Financing of Terrorism and Proliferation. Pending the outcome of the review which will be known in 2015, Malaysia has been accorded an Observer status by the Financial Action Task Force, paving the way towards becoming a full member which will enhance international confidence in the integrity of the domestic financial system.

A strengthened enforcement framework was put in place to preserve strong oversight and objectivity of enforcement actions taken by the Bank. During the year, a total of 1,104 charges brought by the Bank were convicted by the court. The Bank also initiated 42 investigations and pursued 119 criminal charges against entities and individuals operating illegal schemes and activities. In addition, 536 offences were identified against licensees for non-compliance with laws and regulatory requirements. As required by the FSA and IFSA, the Bank established an independent Monetary Penalty Review Committee to consider appeals relating to the quantum of administrative monetary

penalties and pecuniary remedies enforced under the FSA and IFSA.

### **Market conduct and consumer empowerment**

The Bank continued to foster fair, responsible and professional business conduct of financial service providers (FSPs) and enhance the protection of financial consumers in 2014. A key focus of the Bank has been on monitoring compliance with responsible financing practices and supporting targeted education programmes for financial consumers, in line with measures to prevent the excessive indebtedness of households. Improvements were also made to the disclosure and advisory regime to provide an appropriate counterbalance to increasingly competitive conditions and the unrelenting pace of financial innovation. This is reinforced by the Bank's ongoing monitoring activities which resulted in a range of actions taken where FSPs failed to comply with requirements to ensure that information provided to consumers is not misleading. The Bank will be taking further measures to increase public awareness and the use of product disclosures by FSPs to communicate key product information to consumers.

After extensive preparations, the implementation of more balanced pre-contractual disclosure obligations and proportionate remedies in relation to insurance/takaful contracts came into effect on 1 January 2015. This will afford better protection to insurance policyholders and takaful participants against the risk of claims being rejected due to innocent and unintentional misrepresentations. Business conduct standards for payment cards were also enhanced to strengthen safeguards against payment card fraud, improve important disclosures and prohibit excessive charges and penalties. During the year, FSPs were required to refund over RM238,000 in fees and charges that were imposed for various financial products and services in breach of guiding principles issued by the Bank on fair and reasonable charges. The Bank also intensified its review of re-pricing practices by insurers for medical and health insurance products which had become more prevalent due to increasing medical costs. The reviews aimed to ensure that any pricing adjustments are consistent with the portfolio experience, reflect proper underwriting, and are carried out in a way that would reasonably allow existing policyholders to adjust to higher premiums and continue their insurance coverage.

An important initiative taken by the Bank in 2014 to protect financial consumers was the strengthening of redress mechanisms. This involved transforming the existing Financial Mediation Bureau which currently operates as a voluntary arrangement, into a full-fledged financial ombudsman scheme (FOS). The Bank published its proposals during the year on the governance and operational arrangements of the FOS, including its scope. Following broad support for the proposals, plans are well advanced for the FOS to commence operations in the second half of 2015.

The Bank, in collaboration with the Credit Counselling and Debt Management Agency (Agensi Kaunseling dan Pengurusan Kredit, AKPK), continued to focus on financial capability initiatives to help Malaysians make better informed financial decisions. Further progress was achieved in integrating financial education into the school curriculum. A new POWER! (Pengurusan Wang Ringgit Anda) financial education programme was introduced for adults already in the workforce, building on the success of the first POWER! Programme for young adults. The Bank also intensified its outreach programmes to educate the public on financial scams, while continuing to work with government agencies to eradicate scams and prosecute the perpetrators.

### **Payment and settlement systems**

Payment and settlement systems in Malaysia remained resilient and continued to operate reliably during the year, with no major disruptions experienced. The Bank continued to direct efforts towards strengthening the business continuity and contingency arrangements for Malaysia's large value and major retail payment systems to provide further assurance of their resilience. Investments in system upgrades for the retail payment systems were also made to cater to the anticipated growth in transaction volume, improve performance and enhance operational reliability. Collectively, these developments have further reduced systemic risk.

The Bank and the industry remain committed to achieving the ambitious targets set for the migration to electronic payments (e-payments) which will enhance Malaysia's competitiveness and growth potential. In 2014, the use of e-payments continued to rise. Pricing reforms implemented since 2013 have encouraged the strong growth of Interbank GIRO transactions which increased in volume by 36.2% in 2014, while the number of cheques issued declined by 10.1%. The number of e-payment transactions per capita increased to

72 during the year, up from 43 in 2010. Ongoing measures by banks and payment instrument issuers to regularly review and update security arrangements for the provision of online banking and payment instruments have also continued to contain the incidence of payment fraud at a low level.

Greater transparency in e-payment services was provided with the requirement for all banks to publish information on fees, crediting times and transaction limits at bank branches and

websites. The e-Payment Incentive Fund (ePIF) framework was introduced to require banks to channel the fees that they collect from processing cheques to fund incentives for customers to adopt e-payments. The Payment Card Reform Framework, implemented in January 2015, will further foster an efficient, transparent and competitive payment card industry by addressing indiscriminate increases in interchange fees and other market distortions. Together, these reforms will further accelerate the migration to e-payments, offering the public cheaper and efficient payment alternatives.

