



**PERSATUAN SYARIKAT PENGHANTARAN EKSPRES MALAYSIA
(ASSOCIATION OF MALAYSIAN EXPRESS CARRIERS)**

For Immediate Release

UNREGULATED SUBLICENSEES PROLIFERATING AMONGST FOREIGN PLAYERS IN THE COURIER INDUSTRY IN MALAYSIA

Association of Malaysian Express Carriers (AMEC) supports the initiatives taken by the relevant agencies such as the Malaysian Communications and Multimedia Commission (MCMC), the Ministry of Communications and Multimedia Malaysia, the Ministry of Transport (MOT), Agensi Pengangkutan Awam Darat (APAD), Jabatan Kastam (KASTAM), Malaysia Digital Economy Corporation (MDEC), Malaysian Investment Development Authority (MIDA) and others to help build up, improve and make our courier industry great and safe again.

MCMC in particular has been very active in supporting the local domestic industry players to improve, play a bigger role and become national and regional champions by spearheading the National Postal and Courier Industry Lab (NPCIL). The industry players hope that the Government can expedite policy changes to realise our needs to shape the industry with more local players participating to lead this national cause and be champions in the industry.

AMEC acknowledges the importance of growth in the courier industry in Malaysia. With emergence of e-commerce, we can expect a boom in the industry. At the same time, one such example is that business sustainability is at stake now because of stiff competition emerging from unregulated sub-licensees coming from foreign entities within the local industry players who seem to be profiting from this scheme of arrangement.

This arrangement can cause abuse and misuse if there is no proper checks and balance as the sublicensees emerging from parties coming from foreign countries begin to mushroom in Malaysia without proper control. As a result, it has created an unfair playing field for our local industry players. At the present the courier industry is riddled with price dumping and service quality issues. This presents an unsustainable operating environment for industry players. While an independent Postal Forum has been established to narrow down complaints as well as improve service quality and timeliness, time is of essence for heightened response and rectification of unsustainable practices. As such, it is imperative that reforms are pushed and forward-looking policies are established as soon as possible. AMEC reiterates our support to the government for such critical reforms, especially other policies that we not covered during the NPCIL, which include the implementation of the base rate for the delivery of parcels as we as safeguarding the interests of domestic carriers and national security. It is encouraging to know that our concerns such as issues on price dumping and unhealthy competition have been heard and the issues are being addressed by the relevant agencies.

Further, AMEC wishes to advise the public to be cautious in dealing with companies which carry out such unhealthy and unprofessional practices. The public is advised to raise and address such issues to the relevant agency such as Malaysian Communications and Multimedia Commission (MCMC) via these channels:

Complaints Hotline at 1800 188 030

Email: aduanskmm@mcmc.gov.my

SMS: MCMC ADUAN (complaint details) and sms to 15888
9.00am to 4.30pm (Monday to Friday)