

MALAYSIA WEEKLY ECONOMIC NEWS

(24 June 2019 – 28 June 2019)

Topics	Highlights
<p>Telcos must honour general consumer code of practice as pledged</p>	<p>The seven telecommunications companies (telcos) which have signed the Consumer First Pledge must comply with the proposed General Consumer Code of Practice which prioritises complaint resolution and customer service quality, said Communications and Multimedia Minister Gobind Singh Deo. The proposed Code underlines, among others, the need for 60 per cent of the complaints received to be solved within three working days; 90 per cent within five working days; and 95 per cent within 15 working days, he said. He said it was also an improvement over the existing standard of which 90 per cent of the complaints had to be solved within 15 working days, and 95 per cent completed within 30 working days. The seven companies pledged to implement various improvements including providing a more transparent mechanism for users to check the status of their complaints; promoting a more accessible complaint handling process; and enable a fair and reasonable complaint resolution. According to Gobind, the use of fixed broadband service had shown an increase of up to 21.7 per cent over the past six months through the reduction of broadband prices by 49 per cent and the increase of speed, but still many complaints were received about the service. According to the Malaysian Communications and Multimedia Commission's (MCMC) statistics, more than 18,000 complaints were received on broadband service problems in the last quarter of 2018 while 14,000 complaints were received in the first quarter of this year.</p> <p style="text-align: right;"><i>(Source: The Star, 29 June 2019)</i></p>
<p>Buy locally made chocolates, says Kok</p>	<p>Malaysian-made chocolate products are in high demand overseas and locals should also purchase and consume them, says Primary Industries Minister Teresa Kok. She said that Malaysia had about 51 chocolate makers whose products were exported to 128 countries, including Singapore, Indonesia, the United States, Japan and China. Kok, however, had noticed that Malaysians returning from abroad preferred to buy foreign-made chocolates as gifts instead. The export for Malaysian chocolate products had recorded healthy growth since 2015. She said that in 2015, the industry's export value was at RM470.9mil while in 2016 its value jumped to RM598.09mil. The value keeps on increasing which it was recorded RM868.6mil in 2017 and RM1.03bil in 2018. She also said that the local cocoa sector contributed RM5.55bil to the country's export income in 2018.</p> <p style="text-align: right;"><i>(Source: The Star, 25 June 2019)</i></p>
<p>Lagarde sees 0.5% reduction in global growth due to trade wars</p>	<p>Trade wars will not benefit any country in the long term, says International Monetary Fund (IMF) managing director Christine Lagarde. She said a trade war, despite offering a seemingly "short-term fix" which looks like a great opportunity for certain countries, would not necessarily develop into a long-term benefit with regards to expenditure and foreign direct investments, among others. Lagarde said that trade wars or trade tensions should not be associated with increased wellbeing of the people, additional growth, or predictability and certainty. She said as a resulting of trade wars, investors would not invest and traders would not trade, while consumers would not consume. Lagarde said that any positive move towards resolving the current trade tensions between the US and China will certainly be good news for the global economy. She said that IMF was pleased to see that Malaysia's 2019 budget has returned to fiscal discipline, as stated in the IMF's 2019 Article IV Consultation report, noting that the country is rebuilding buffers, just in case there are rainy days ahead. Lagarde also expressed support for the prime minister's statement that intra-Asean trade should be further enhanced to ensure Asean economies continue to expand and remain globally competitive.</p> <p style="text-align: right;"><i>(Source: The Star, 24 June 2019)</i></p>