



NATIONAL BANK OF CAMBODIA

Number.....

**Congratulatory Speech of
Her Excellency Dr. CHEA Serey
Governor of the National Bank of Cambodia
At the 30th Year Anniversary Celebration of
the Association of Banks in Cambodia
April 10, 2024 | Sofitel Phnom Penh Phokeethra**

- **Mr. Rath Sophoan, Representative of the Association of Banks in Cambodia,**
- **H.E. Dith Nita, Representative of the Cambodia Microfinance Association,**
- **Excellencies, Neak Oknhas, Distinguished Guests, Ladies and Gentlemen!**

Today, I am very delighted to be here with your Excellencies, Neak Oknhas, Distinguished Guests, Ladies and Gentlemen to preside over the 30th Year Anniversary Celebration of the Association of Banks in Cambodia (ABC).

I still remember that ABC was founded in 1994 and recognized by the Royal Government of Cambodia as a formal entity representing the banking sector in Cambodia. The establishment of this association aimed at enhancing the development of the financial system in Cambodia, protecting the legitimate interests of its members through close cooperation with local and international authorities, associations, organizations and relevant stakeholders, and serving as the facilitator between its member institutions and the National Bank of Cambodia (NBC). Taking this opportunity, I would like to extend my congratulations and appreciation to the board of directors, the management and all ABC staff in fulfilling their duties to achieve remarkable results and making a significant contribution to the development of Cambodia's banking sector over the past 30 years.

Excellencies, Neak Oknhas, Distinguished Guests, Ladies and Gentlemen!

Over these 30 years, Cambodia's banking system has rapidly developed, continued to maintain resilience and contributed to robust economic activities. At the same time, the growth in assets, credits and deposits in the banking sector has clearly

demonstrated the confidence from the public and investors toward Cambodia's banking system and the economic recovery.

Along with this development, the NBC, as the supervisory authority, has been paying close attention in monitoring and supervising banking and financial institutions, as well as contributing to support the digitalization of Cambodia's socio-economy and facilitating trade and investment activities in line with the fast evolution of financial technology. In this regard, the NBC has continued to develop and modernize payment systems, such as the National Clearing House, the Fast Payment, the Online Banking, the Retail Pay, the Cambodian Shared Switch, especially the Bakong System, which all help to facilitate users and businessmen in performing money transfer transactions, as well as making local and cross-border payments via KHQR, with efficiency, security and low transaction costs. Currently, the National Bank of Cambodia has connected the payment system to countries such as Thailand, Malaysia, Laos, China and Vietnam which helps to facilitate trade, investment and tourism.

These achievements have essentially contributed to promoting financial inclusion in Cambodia. Based on the results of a Mobile Tracker Survey conducted by UNCDF, the percentage of formal financial service users increased significantly from 59% in 2015 to 67% in 2021, which is closer to the target of 70% by 2025. At the same time, promoting financial literacy and consumer protection is the priority of the NBC in order to maintain robustness, resilience, sustainability and also the public and investors' confidence on the banking system. The NBC has cooperated with many ministries and development partners in promoting financial literacy as well as digital financial literacy and has paid attention to consumer protection by implementing laws and regulations in order to strengthen the effectiveness in protecting consumers rights and creating working groups in order to receive and handle complaints.

Excellencies, Neak Oknhas, Distinguished Guests, Ladies and Gentlemen!

The contribution from all stakeholders, such as ABC, is required to ensure a successful implementation of all above-mentioned activities. Taking this opportunity, I would like to extend my appreciation to ABC for its effort in improving financial literacy and consumer protection by supporting the implementation of projects on embedding financial literacy into the school curriculum, preparing discussion platforms and training programs, creating educational videos, preparing complaint handling mechanisms, launching the banking code of conduct, and enforcing the implementation of the Loan Contract and Standard Texts of Contractual Terms to strengthen Consumer Protection and Fair Competition in the Banking and Financial Sector. In addition, the MOU signing between ABC and the SOSORO museum in

March with the support of the National Bank of Cambodia also reflects its contribution to enhancing financial literacy and understanding on Cambodia's economy and currency.

Nevertheless, I would like to request ABC to:

- Pay more attention to safeguard the common interests of member institutions,
- Be proactive in circulating news and responding to fake news that may affect the banking sector,
- Increase cooperation with the National Bank of Cambodia and other stakeholders in strengthening consumer protection and customer complaint handling,
- Strengthen compliance with laws and regulations, and the banking code of conducts to ensure financial stability and inclusive growth, and
- Strengthen capacity building for both ABC and its member institutions.

To conclude, I would like to once again extend my congratulations to ABC for their achievements over the past 30 years and also wish the board of directors, the management and ABC staff good health and success in all endeavors. I would like to wish your Excellencies, Neak Oknhas, Distinguished Guests, Ladies and Gentlemen with all the four gems of Buddha's blessings, namely longevity, nobility, happiness and strength.

Thank you!