

Catching the FinTech Wave

A survey on FinTech in Malaysia

KEY MESSAGES






THE CONCERNS

82% of FIs worry about losing to FinTechs

Top threats

- 1 Regulatory uncertainty
- 2 Pressure on margins
- 3 IT security

Areas most likely to be disrupted

-  Fund transfers and payments
-  Consumer banking
-  General insurance



THE PROSPECTS

59% of FIs are currently dealing with FinTechs

Top opportunities

- 1 Differentiation
- 2 Cost reduction
- 3 Customer retention

Areas FIs need to focus on

-  Boosting customer experience
-  Improving operations
-  Blockchain: unfamiliar and untapped



THE FUTURE

ACT NOW



THERE'S NO TIME LEFT TO WAIT-AND-SEE

CHALLENGE

existing assumptions





EMBRACE

the customer's perspective

DRIVE THE CREATION
of a holistic FinTech ecosystem

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