

## NEWS RELEASE

### SHOPEE TO RESPOND TO MyCC'S ENQUIRIES

**KUALA LUMPUR, 21 OCTOBER 2022** – On 19 October 2022, the Malaysia Competition Commission (“MyCC”) has engaged with Shopee Mobile Malaysia Sdn Bhd (“Shopee”) due to the escalating public outcry against certain practices of Shopee. At the same time, the engagement was held in order to gain a better understanding of the nature of the online marketplace platform industry and the logistic industry that provides the first and last mile delivery services to these platforms.

MyCC welcomes and acknowledges the innovation by the industry players which has drastically improved the online shopping experience for all Malaysians. However, it also believes that the industry players need to be mindful of their respective conducts in this dynamic industry that may raise any competition concerns and may cause harm to their users which includes the end consumers and merchants.

Therefore, in light of the increasing complaints by consumers and merchants against Shopee with regard to the dissatisfaction with its first and last mile delivery services, MyCC has taken active steps to engage with Shopee to inquire into this matter. Shopee is now required to provide the MyCC with the justification to its conduct and a detailed account on how these issues will be addressed internally without further jeopardising users’ interest by end of October 2022. The MyCC will also continue its efforts in monitoring the other industry players that are operating in the same relevant market.

“As digital economy is the future in fuelling economic growth, it is important to ensure that the online marketplace platforms provide a conducive environment for the onboarded users. We understand the current challenges that the industry players are facing. However, it should not stop them from providing the best services to the users. In this regard, we will continue our efforts in closely monitoring their future actions to address the recent issues and other competition concerns related to their platforms. Most importantly, we will not hesitate to invoke our investigation and enforcement powers against any enterprise suspected of infringing the law,” said Iskandar Ismail, Chief Executive Officer of MyCC.

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NEWS/ECONOMY DESK

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**For media enquiries, please contact:**

Communications and Advocacy Division

Mobile: +6019 215 2273

Email: [cad@mycc.gov.my](mailto:cad@mycc.gov.my)

**About the Malaysia Competition Commission (MyCC)**

Established in June 2011, MyCC is an independent body responsible for enforcing the Competition Act 2010, which was implemented to create healthy competition which would, in turn, stimulate productivity and innovation, thus creating wider choices of products for consumers with better quality and reasonable prices.

The Act applies to all commercial activities undertaken within and outside of Malaysia that affect competition in the Malaysian market. It provides a regulatory framework including powers to investigate, adjudicate and impose penalties on the perpetrators of the competition laws.

MyCC celebrated its 10<sup>th</sup> year anniversary on 1 April 2021 and announced the launch of its rebranding and redesigned logo to elevate its corporate identity. The Logo embodies the culture and colours of the organization as well as its strengths and work values. The symbol of the butterfly is globally known to represent endurance, change, hope and life. This new look also shows simplicity at its finest, signifying the changes and maturity of MyCC itself.

For more information on the Act and MyCC activities, log on to [www.mycc.gov.my](http://www.mycc.gov.my)