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Environment: Remittance Services Should Be Supported by a Sound, Predictable, Nondiscriminatory, and Proportionate Legal and Regulatory Framework in Relevant Jurisdictions (GP 3); Market Structure and Competition: Competitive Market Conditions, Including Appropriate Access to Domestic Payments Infrastructures, Should Be Fostered in the Remittance Industry (GP 4)

Governance and Risk Management: Remittance Services Should Be Supported by Appropriate Governance and Risk Management Practices (GP 5)

The Role of Remittance Service Providers: To Participate Actively in the Implementation of the GPs; The Role of Public Authorities: To Evaluate What Action to Take to Achieve the Public Policy Objectives through Implementation of the GPs; Policy Recommendations to Improve Financial Access through Remittance-Linked Financial Products; Notes; References; Appendix A The Other Side of the Story: Migration to India and Outward Remittances from India; Note

References Appendix B Synopsis on Remittance Costs and Global Endeavors to Reduce These Costs; Remittance Costs: An International Perspective; Global Endeavors to Lower Cost of Remittances; Note; References; Appendix C Mexico: Remittance Accounts; Notes; Reference; Appendix D Model Remittances Customer Charter; Appendix E Bibliography; Boxes; 3.1 Remit 2 India; 4.1 The Philippines: RuralNet; 4.2 Key Features and Benefits of a Common Infrastructure for Remittance Instructions; 4.3 Connecting Domestic ACHs across Borders 4.4 Savings-Led Approach to Increase Financial Services for Remittance Recipients

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#### Sommario/riassunto

Millions of migrants worldwide send billions of dollars in remittances each year to their families or communities of origin. In many developing countries, remittances are an important source of family and national income and also are the largest source of external financing. Remittances are better targeted at the needs of the poor than foreign aid or foreign direct investment (FDI) as recipients often depend on remittances to cover daily living expenses, to provide a cushion against emergencies, or to make small investments in business or education. Therefore, international remittance services

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