

Contents



Foreword	v
Acknowledgments	vii
Abbreviations and Acronyms	ix
Introduction and Objectives of the Study	1
1. The First Mile	5
Serbian Diaspora in Germany	5
Migration Flows from Yugoslavia to Germany.....	8
How do Serbs Transfer Money Home?	9
Who Are the Main Market Players in the Formal Remittance Corridor?.....	11
Money Transfer Services Offered by Commercial Banks in Germany	12
Products Available in the Marketplace.....	14
2. At the Intermediary Stage	17
Remittance Fees in the Germany-Serbia Corridor	17
Main Regulatory Requirements for Money Transfer Companies in Germany and Serbia	21
Informal Fund Transfer Systems (IFTS)	22
3. The Last Mile	27
The Data on Remittance Inflows	28
Remittances and the Financial System.....	31
Maximizing the Developmental Impact of Remittances in Serbia	34
4. Conclusions and Policy Recommendations	37
Promoting More Competition	38
Fostering the Use of Formal Remittance Channels	39
Maximize Developmental Impact of Remittances	40
Improving Data on Remittances	40
Appendixes	43
A: Key Characteristics of the Corridor.....	43
B: Top 20 Remittance-receiving Countries as Share of GDP, 2004	45
C: Western Union Locations in Serbia.....	47
Bibliography	51