HONG KONG MONETARY AUTHORITY
香港金融管理局

Banking Conduct Department *銀行操守部*

Our Ref: B1/1C
B9/67C

24 February 2015

The Chief Executive
All Authorized Institutions

Dear Sir/Madam,

Complaints Against Debt Collection Agents
Employed by Authorized Institutions

I write to inform you of the results of the industry survey on complaints against debt collection agents (DCAs) employed by authorized institutions (AIs) for the second half of 2014. Please see the Annex for details.

During the reporting period, 33 AIs used the services of DCAs and assigned 335,342 accounts to 23 DCAs.

A total of 14 complaints against 10 DCAs were received by 8 AIs (compared with a total of 28 complaints against 12 DCAs received by 10 AIs in H1 2014). The incidence of complaints per 1,000 accounts assigned decreased from an average of 0.08 in H1 2014 to 0.04. Two complaints were lodged by unrelated third parties, compared with three in H1 2014.

No instance of a breach of the Code of Banking Practice was reported in H2 2014.

Yours faithfully,

Carmen Chu
Executive Director (Banking Conduct)

Encl

55th Floor, Two International Finance Centre,
8 Finance Street, Central, Hong Kong
Website: www.hkma.gov.hk

香港中環金融街8號國際金融中心2期55樓
網址：www.hkma.gov.hk

c.c. The Chairman, Hong Kong Association of Banks
The Chairman, The DTC Association
Secretary, Code of Banking Practice Committee
(Attn: Mr Henry Chan – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Ms Tanna Chong)

Annex

Survey on DCA complaints received by AIs –H2/2014

Table 1: Number of AIs using DCA service

	H2/2014	H1/2014	H2/2013	H1/2013[1]	Q4/2012
AIs receiving DCA complaints	**8**	10	14	9	8
AIs receiving no DCA complaints	**25**	23	19	24	25
Total	**33**	33	33	33	33

Table 2: Number of DCAs employed by AIs

	H2/2014	H1/2014	H2/2013	H1/2013	Q4/2012
1 – 5	**20**	20	19	18	15
6 – 10	**12**	12	13	14	17
11 – 15	**1**	1	1	1	1
Total	**33**	33	33	33	33

Table 3: Incidence of DCA complaints

	H2/2014	H1/2014	H2/2013	H1/2013	Q4/2012
DCA complaints received (A)	**14**	28	36	27	16
Accounts assigned (B)	**335,342**	336,454	324,135	306,702	160,002
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	**0.04**	0.08	0.11	0.09	0.10

[1] The survey has been conducted on a half-yearly basis (instead of quarterly basis) starting from H1 2013.

Table 4: Status of complainants

	H2/2014	H1/2014	H2/2013	H1/2013	Q4/2012
Debtors	**12**	25	31	22	15
Family members/friends	**0**	0	5	2	1
Referees	**0**	0	0	0	0
Unrelated third parties	**2**	3	0	3	0
Total	**14**	28	36	27	16