



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

14 November 2019

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 first half of 2019.

During the reporting period, 26 AIs used the services of DCAs and assigned 386,010 accounts to 19 DCAs. A total of 19 complaints against 7 DCAs were received by 7 AIs (compared with 16 complaints against 7 DCAs received by 7 AIs in H2 2018). The incidence of complaints per 1,000 accounts assigned has increased marginally from an average of 0.04 in H2 2018 to 0.05. One complaint was lodged by an unrelated third party, compared with four in H2 2018. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H1 2019.

Yours faithfully,

Alan Au
Executive Director (Banking Conduct)

Encl.

c.c. The Chairperson, Hong Kong Association of Banks
The Chairman, The DTC Association
Secretary, Code of Banking Practice Committee
(Attn: Ms Boey Wong – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Mr Timothy Chau)

Annex

Survey on DCA complaints received by AIs – H1/2019

Table 1: Number of AIs using DCA service

	H1/2019	H2/2018	H1/2018	H2/2017	H1/2017
AIs receiving DCA complaints	7	7	8	7	9
AIs receiving no DCA complaints	19	21	20	21	19
Total	26	28	28	28	28

Table 2: Number of DCAs employed by AIs

	H1/2019	H2/2018	H1/2018	H2/2017	H1/2017
1 – 5	22	24	25	24	24
6 – 10	4	4	3	3	3
11 – 15	0	0	0	1	1
Total	26	28	28	28	28

Table 3: Incidence of DCA complaints

	H1/2019	H2/2018	H1/2018	H2/2017	H1/2017
DCA complaints received (A)	19	16	17	14	25
Accounts assigned (B)	386,010	387,451	385,345	390,625	396,911
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.05	0.04	0.04	0.04	0.06

Table 4: Status of complainants

	H1/2019	H2/2018	H1/2018	H2/2017	H1/2017
Debtors	18	10	10	8	19
Family members/friends	0	2	3	2	2
Referees	0	0	0	0	0
Unrelated third parties	1	4	4	4	4
Total	19	16	17	14	25