



HONG KONG MONETARY AUTHORITY  
香港金融管理局

Our Ref: B1/1C  
B9/67C

9 March 2020

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 2019.

During the reporting period, 27 AIs used the services of DCAs and assigned 429,503 accounts to 20 DCAs. A total of 13 complaints against 6 DCAs were received by 6 AIs (compared with 19 complaints against 7 DCAs received by 7 AIs in H1 2019). The incidence of complaints per 1,000 accounts assigned has decreased from an average of 0.05 in H1 2019 to 0.03. Three complaints were lodged by unrelated third parties, compared with one in H1 2019. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H2 2019.

Yours faithfully,

Alan Au  
Executive Director (Banking Conduct)

Encl.

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

## Annex

### Survey on DCA complaints received by AIs – H2/2019

Table 1: Number of AIs using DCA service

	<b>H2/2019</b>	H1/2019	H2/2018	H1/2018	H2/2017
AIs receiving DCA complaints	<b>6</b>	7	7	8	7
AIs receiving no DCA complaints	<b>21</b>	19	21	20	21
Total	<b>27</b>	26	28	28	28

Table 2: Number of DCAs employed by AIs

	<b>H2/2019</b>	H1/2019	H2/2018	H1/2018	H2/2017
1 – 5	<b>24</b>	22	24	25	24
6 – 10	<b>3</b>	4	4	3	3
11 – 15	<b>0</b>	0	0	0	1
Total	<b>27</b>	26	28	28	28

Table 3: Incidence of DCA complaints

	<b>H2/2019</b>	H1/2019	H2/2018	H1/2018	H2/2017
DCA complaints received (A)	<b>13</b>	19	16	17	14
Accounts assigned (B)	<b>429,503</b>	386,010	387,451	385,345	390,625
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	<b>0.03</b>	0.05	0.04	0.04	0.04

Table 4: Status of complainants

	<b>H2/2019</b>	H1/2019	H2/2018	H1/2018	H2/2017
Debtors	<b>9</b>	18	10	10	8
Family members/friends	<b>1</b>	0	2	3	2
Referees	<b>0</b>	0	0	0	0
Unrelated third parties	<b>3</b>	1	4	4	4
Total	<b>13</b>	19	16	17	14