



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

8 March 2021

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 2020.

During the reporting period, 29 AIs used the services of DCAs and assigned 395,827 accounts to 20 DCAs. A total of 21 complaints against 8 DCAs were received by 8 AIs (compared with 29 complaints against 9 DCAs received by 9 AIs in H1 2020). The incidence of complaints per 1,000 accounts assigned has decreased from an average of 0.07 in H1 2020 to 0.05. 2 complaints were lodged by unrelated third parties, compared with 7 in H1 2020. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H2 2020.

Yours faithfully,

Alan Au
Executive Director (Banking Conduct)

Encl.

c.c. The Chairperson, Hong Kong Association of Banks
The Chairperson, The DTC Association
Secretary, Code of Banking Practice Committee
(Attn: Mr Steve Choi – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Ms Eureka Cheung)

Annex

Survey on DCA complaints received by AIs – H2/2020

Table 1: Number of AIs using DCA service

	H2/2020	H1/2020	H2/2019	H1/2019	H2/2018
AIs receiving DCA complaints	8	9	6	7	7
AIs receiving no DCA complaints	21	16	21	19	21
Total	29	27	27	26	28

Table 2: Number of DCAs employed by AIs

	H2/2020	H1/2020	H2/2019	H1/2019	H2/2018
1 – 5	25	23	24	22	24
6 – 10	4	4	3	4	4
11 – 15	0	0	0	0	0
Total	29	27	27	26	28

Table 3: Incidence of DCA complaints

	H2/2020	H1/2020	H2/2019	H1/2019	H2/2018
DCA complaints received (A)	21	29	13	19	16
Accounts assigned (B)	395,827	400,235	429,503	386,010	387,451
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.05	0.07	0.03	0.05	0.04

Table 4: Status of complainants

	H2/2020	H1/2020	H2/2019	H1/2019	H2/2018
Debtors	18	21	9	18	10
Family members/friends	1	1	1	0	2
Referees	0	0	0	0	0
Unrelated third parties	2	7	3	1	4
Total	21	29	13	19	16