



HONG KONG MONETARY AUTHORITY  
香港金融管理局

Our Ref: B1/1C  
B9/67C

28 February 2022

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 2021.

During the reporting period, 33 AIs used the services of DCAs and assigned 394,196 accounts to 20 DCAs. A total of 21 complaints against 8 DCAs were received by 8 AIs (compared with 25 complaints against 9 DCAs received by 9 AIs in H1 2021). The incidence of complaints per 1,000 accounts assigned has decreased from an average of 0.06 in H1 2021 to 0.05 in H2 2021. 2 complaints were lodged by unrelated third parties, compared with 4 in H1 2021. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H2 2021.

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: Ms Boey Wong – HKAB)  
Secretary for Financial Services and the Treasury  
(Attn: Mr Justin To)

## Annex

### Survey on DCA complaints received by AIs – H2/2021

Table 1: Number of AIs using DCA service

	<b>H2/2021</b>	H1/2021	H2/2020	H1/2020	H2/2019
AIs receiving DCA complaints	<b>8</b>	9	8	9	6
AIs receiving no DCA complaints	<b>25</b>	21	21	18	21
Total	<b>33</b>	30	29	27	27

Table 2: Number of DCAs employed by AIs

	<b>H2/2021</b>	H1/2021	H2/2020	H1/2020	H2/2019
1 – 5	<b>30</b>	26	25	23	24
6 – 10	<b>3</b>	4	4	4	3
11 – 15	<b>0</b>	0	0	0	0
Total	<b>33</b>	30	29	27	27

Table 3: Incidence of DCA complaints

	<b>H2/2021</b>	H1/2021	H2/2020	H1/2020	H2/2019
DCA complaints received (A)	<b>21</b>	25	21	29	13
Accounts assigned (B)	<b>394,196</b>	400,624	395,827	400,235	429,503
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	<b>0.05</b>	0.06	0.05	0.07	0.03

Table 4: Status of complainants

	<b>H2/2021</b>	H1/2021	H2/2020	H1/2020	H2/2019
Debtors	<b>19</b>	20	18	21	9
Referees	<b>0</b>	0	0	0	0
Family members/friends	<b>0</b>	1	1	1	1
Unrelated third parties	<b>2</b>	4	2	7	3
Total	<b>21</b>	25	21	29	13