



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

26 March 2024

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 2023.

During the reporting period, 33 AIs used the services of DCAs and assigned 458,136 accounts to 20 DCAs. A total of 22 complaints against 5 DCAs were received by 6 AIs (compared with 10 complaints against 5 DCAs received by 4 AIs in H1 2023). The average incidence of complaints per 1,000 accounts assigned was 0.05 in H2 2023 (compared with 0.02 in H1 2023). 1 complaint was lodged by an unrelated third party in H2 2023. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H2 2023.

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

Survey on DCA complaints received by AIs – H2/2023

Table 1: Number of AIs using DCA services

	H2/2023	H1/2023	H2/2022	H1/2022	H2/2021
AIs receiving DCA complaints	6	4	10	10	8
AIs receiving no DCA complaints	27	28	22	23	25
Total	33	32	32	33	33

Table 2: Number of DCAs employed by AIs

	H2/2023	H1/2023	H2/2022	H1/2022	H2/2021
AIs employing 1 – 5 DCAs	31	30	30	31	30
AIs employing 6 – 10 DCAs	2	2	2	2	3
AIs employing 11 – 15 DCAs	0	0	0	0	0
Total	33	32	32	33	33

Table 3: Incidence of DCA complaints

	H2/2023	H1/2023	H2/2022	H1/2022	H2/2021
DCA complaints received (A)	22	10	19	20	21
Accounts assigned (B)	458,136	414,755	433,323	414,996	394,196
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.05	0.02	0.04	0.05	0.05

Table 4: Status of complainants

	H2/2023	H1/2023	H2/2022	H1/2022	H2/2021
Debtors	21	10	15	16	19
Referees	0	0	0	0	0
Family members/friends	0	0	1	1	0
Unrelated third parties	1	0	3	3	2
Total	22	10	19	20	21