

## Survey on debt collection agents (DCA) complaints received by AIs - 2002\*

**Table 1: AIs using DCA service**

	Q2/2002	Q3/2002	Q4/2002
AIs receiving DCA complaints	30	36	25
AIs receiving no DCA complaints	24	19	29
<b>Total</b>	<b>54</b>	<b>55</b>	<b>54</b>

**Table 2: Number of DCAs employed by AIs**

	Q2/2002	Q3/2002	Q4/2002
1 – 5	29	30	28
6 – 10	20	20	21
11 – 15	5	5	5
>15	0	0	0
<b>Total</b>	<b>54</b>	<b>55</b>	<b>54</b>

**Table 3: Incidence of DCA complaints**

	Q2/2002	Q3/2002	Q4/2002
DCA complaints received (A)	374	283	260
Accounts assigned (B)	196,485	193,779	193,546
<b>Incidence of complaints per 1,000 account (C = A/B x 1,000)</b>	<b>1.90</b>	<b>1.46</b>	<b>1.34</b>

**Table 4: Status of complainants**

	Q2/2002	Q3/2002	Q4/2002
Debtor	285	182	186
Family members/friends	72	64	57
Referees	0	5	1
Unrelated third parties	17	32	16
<b>Total</b>	<b>374</b>	<b>283</b>	<b>260</b>

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\* Survey began in Q2 of 2002.