



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

24 August 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 first half of 2021.

During the reporting period, 30 AIs used the services of DCAs and assigned 400,624 accounts to 20 DCAs. A total of 25 complaints against 9 DCAs were received by 9 AIs (compared with 21 complaints against 8 DCAs received by 8 AIs in H2 2020). The incidence of complaints per 1,000 accounts assigned has increased from an average of 0.05 in H2 2020 to 0.06 in H1 2021. 4 complaints were lodged by unrelated third parties, compared with 2 in H2 2020. Please see [Annex](#) for details.

No instance of a breach of the Code of Banking Practice was reported in H1 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: Mr Steve Choi – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Ms Eureka Cheung)

Survey on DCA complaints received by AIs – H1/2021

Table 1: Number of AIs using DCA service

	H1/2021	H2/2020	H1/2020	H2/2019	H1/2019
AIs receiving DCA complaints	9	8	9	6	7
AIs receiving no DCA complaints	21	21	18	21	19
Total	30	29	27	27	26

Table 2: Number of DCAs employed by AIs

	H1/2021	H2/2020	H1/2020	H2/2019	H1/2019
1 – 5	26	25	23	24	22
6 – 10	4	4	4	3	4
11 – 15	0	0	0	0	0
Total	30	29	27	27	26

Table 3: Incidence of DCA complaints

	H1/2021	H2/2020	H1/2020	H2/2019	H1/2019
DCA complaints received (A)	25	21	29	13	19
Accounts assigned (B)	400,624	395,827	400,235	429,503	386,010
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.06	0.05	0.07	0.03	0.05

Table 4: Status of complainants

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