



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

24 August 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 first half of 2022.

During the reporting period, 33 AIs used the services of DCAs and assigned 414,996 accounts to 21 DCAs. A total of 20 complaints against 6 DCAs were received by 10 AIs (compared with 21 complaints against 8 DCAs received by 8 AIs in H2 2021). The incidence of complaints per 1,000 accounts assigned has remained at an average of 0.05 in H1 2022 as in previous period. 3 complaints were lodged by unrelated third parties, compared with 2 in H2 2021. Please see [Annex](#) for details.

No instance of a breach of the Code of Banking Practice was reported in H1 2022.

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 – H1/2022

Table 1: Number of AIs using DCA service

	H1/2022	H2/2021	H1/2021	H2/2020	H1/2020
AIs receiving DCA complaints	10	8	9	8	9
AIs receiving no DCA complaints	23	25	21	21	18
Total	33	33	30	29	27

Table 2: Number of DCAs employed by AIs

	H1/2022	H2/2021	H1/2021	H2/2020	H1/2020
1 – 5	31	30	26	25	23
6 – 10	2	3	4	4	4
11 – 15	0	0	0	0	0
Total	33	33	30	29	27

Table 3: Incidence of DCA complaints

	H1/2022	H2/2021	H1/2021	H2/2020	H1/2020
DCA complaints received (A)	20	21	25	21	29
Accounts assigned (B)	414,996	394,196	400,624	395,827	400,235
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.05	0.05	0.06	0.05	0.07

Table 4: Status of complainants

	H1/2022	H2/2021	H1/2021	H2/2020	H1/2020
Debtors	16	19	20	18	21
Referees	0	0	0	0	0
Family members/friends	1	0	1	1	1
Unrelated third parties	3	2	4	2	7
Total	20	21	25	21	29