



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

24 February 2023

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 2022.

During the reporting period, 32 AIs used the services of DCAs and assigned 433,323 accounts to 20 DCAs. A total of 18 complaints against 7 DCAs were received by 9 AIs (compared with 20 complaints against 6 DCAs received by 10 AIs in H1 2022). The incidence of complaints per 1,000 accounts assigned has edged down from an average of 0.05 in H1 2022 to 0.04 in H2 2022. 3 complaints were lodged by unrelated third parties, same as H1 2022. Please see [Annex](#) for details.

No instance of a breach of the Code of Banking Practice was reported in H2 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 Alieza Chan – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Mr Justin To)

Annex

Survey on DCA complaints received by AIs – H2/2022

Table 1: Number of AIs using DCA services

	H2/2022	H1/2022	H2/2021	H1/2021	H2/2020
AIs receiving DCA complaints	9	10	8	9	8
AIs receiving no DCA complaints	23	23	25	21	21
Total	32	33	33	30	29

Table 2: Number of DCAs employed by AIs

	H2/2022	H1/2022	H2/2021	H1/2021	H2/2020
AIs employing 1 – 5 DCAs	30	31	30	26	25
AIs employing 6 – 10 DCAs	2	2	3	4	4
AIs employing 11 – 15 DCAs	0	0	0	0	0
Total	32	33	33	30	29

Table 3: Incidence of DCA complaints

	H2/2022	H1/2022	H2/2021	H1/2021	H2/2020
DCA complaints received (A)	18	20	21	25	21
Accounts assigned (B)	433,323	414,996	394,196	400,624	395,827
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.04	0.05	0.05	0.06	0.05

Table 4: Status of complainants

	H2/2022	H1/2022	H2/2021	H1/2021	H2/2020
Debtors	14	16	19	20	18
Referees	0	0	0	0	0
Family members/friends	1	1	0	1	1
Unrelated third parties	3	3	2	4	2
Total	18	20	21	25	21