



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

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

Table 2: Number of DCAs employed by AIs

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

Table 3: Incidence of DCA complaints

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

Table 4: Status of complainants

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