



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

10 September 2024

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 2024.

During the reporting period, 33 AIs used the services of DCAs and assigned 436,770 accounts to 19 DCAs. A total of 28 complaints against 8 DCAs were received by 11 AIs (compared with 22 complaints against 5 DCAs received by 6 AIs in H2 2023). The average incidence of complaints per 1,000 accounts assigned was 0.06 in H1 2024 (compared with 0.05 in H2 2023). 3 complaints were lodged by unrelated third parties in H1 2024. Please see Annex for details.

One instance of a breach of agency contract by a DCA was reported in H1 2024, involving disclosure of customer information of a debtor by the DCA concerned to a family member of the debtor. The AI concerned has taken punitive measures and corrective actions on the DCA concerned.

I would like to take this opportunity to remind all AIs of the need to monitor the activities of their DCAs vigilantly and to establish proper systems and procedures for doing so.

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 Queenie Wong – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Mr Justin To)

Survey on DCA complaints received by AIs – H1/2024

Table 1: Number of AIs using DCA services

	H1/2024	H2/2023	H1/2023	H2/2022	H1/2022
AIs receiving DCA complaints	11	6	4	10	10
AIs receiving no DCA complaints	22	27	28	22	23
Total	33	33	32	32	33

Table 2: Number of DCAs employed by AIs

	H1/2024	H2/2023	H1/2023	H2/2022	H1/2022
AIs employing 1 – 5 DCAs	31	31	30	30	31
AIs employing 6 – 10 DCAs	2	2	2	2	2
AIs employing 11 – 15 DCAs	0	0	0	0	0
Total	33	33	32	32	33

Table 3: Incidence of DCA complaints

	H1/2024	H2/2023	H1/2023	H2/2022	H1/2022
DCA complaints received (A)	28	22	10	19	20
Accounts assigned (B)	436,770	458,136	414,755	433,323	414,996
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.06	0.05	0.02	0.04	0.05

Table 4: Status of complainants

	H1/2024	H2/2023	H1/2023	H2/2022	H1/2022
Debtors	25	21	10	15	16
Referees	0	0	0	0	0
Family members/friends	0	0	0	1	1
Unrelated third parties	3	1	0	3	3
Total	28	22	10	19	20