

Provided by Consumer Council

**Complaint Statistics on Financial Services**

<u>Services under Compliant</u>	<u>2000</u>	<u>2001</u>	<u>1-5/2002</u>
ATM	21	38	11
Auto-Pay	5	15	3
Coin Exchange	1	2	1
Current Account	21	26	16
General Service Charges	47	20	10
Money Transfer	5	13	10
Mortgage	114	115	54
Personal Loan	24	48	45
Saving Account	78	106	24
Service Charge for Overseas Cheques	0	2	0
Time Deposit	10	12	6
Banking Smart Card	0	1	0
Credit Card	478	509	250
Others	89	82	38
<hr/> Total	893	989	468