



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

16 March 2026

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 2025.

During the reporting period, 33 AIs used the services of DCAs and assigned 568,603 accounts to 22 DCAs, increased from 545,893 accounts assigned to 27 DCAs in the first half of 2025. A total of 20 complaints against 8 DCAs were received by 8 AIs (compared with 32 complaints against 9 DCAs received by 9 AIs in H1 2025). The incidence of complaints per 1,000 accounts assigned has decreased from an average of 0.06 in H1 2025 to 0.04 in H2 2025. 2 complaints were lodged by unrelated third parties in H2 2025. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H2 2025.

Taking this opportunity, we would like to remind all AIs to continue monitoring the activities of their DCAs vigilantly to ensure compliance with the relevant requirements and fair treatment of customers.

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 Grace Yeung – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Mr Timothy Wong)

Annex

Survey on DCA complaints received by AIs – H2/2025

Table 1: Number of AIs using DCA services

	H2/2025	H1/2025	H2/2024	H1/2024	H2/2023
AIs receiving DCA complaints	8	9	12	11	6
AIs receiving no DCA complaints	25	24	21	22	27
Total	33	33	33	33	33

Table 2: Number of DCAs employed by AIs

	H2/2025	H1/2025	H2/2024	H1/2024	H2/2023
AIs employing 1 – 5 DCAs	30	30	30	31	31
AIs employing 6 – 10 DCAs	3	3	3	2	2
AIs employing 11 – 15 DCAs	0	0	0	0	0
Total	33	33	33	33	33

Table 3: Incidence of DCA complaints

	H2/2025	H1/2025	H2/2024	H1/2024	H2/2023
DCA complaints received (A)	20	32	34	28	22
Accounts assigned (B)	568,603	545,893	548,531	436,770	458,136
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.04	0.06	0.06	0.06	0.05

Table 4: Status of complainants

	H2/2025	H1/2025	H2/2024	H1/2024	H2/2023
Debtors	18	30	27	25	21
Referees	0	0	0	0	0
Family members/friends	0	0	2	0	0
Unrelated third parties	2	2	5	3	1
Total	20	32	34	28	22