



HONG KONG MONETARY AUTHORITY
香港金融管理局

Enforcement Department

法規部

Our Ref: B1/15C

23 January 2015

The Chief Executive
All Authorized Institutions

Dear Sir / Madam,

Complaints Watch

The Hong Kong Monetary Authority (HKMA) published today the third issue of Complaints Watch.

Complaints Watch is a periodic newsletter to share with the banking industry information on complaints received by the HKMA. It highlights the latest complaint trends, emerging topical issues, and areas that authorized institutions (AIs) may wish to place greater focus on. It forms part of the HKMA's work to promote proper standards of conduct and prudent business practices among AIs.

A copy of Complaints Watch is enclosed for your perusal. You may wish to forward it to members of your institution who have responsibilities for selling of retail and investment products, risk management, compliance and complaints handling for reference.

If there are any questions on the above, please contact Mr Billy Lai on 2516 6266 or Ms Cathy Chan on 2516 7525.

Yours faithfully,

Meena Datwani
Director-General (Enforcement)

Encl.