



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

8 October 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 first half of 2026.

During the reporting period, 33 AIs used the services of DCAs and assigned 518,181 accounts to 21 DCAs, decreased from 568,603 accounts assigned to 22 DCAs in the second half of 2025. A total of 28 complaints against 8 DCAs were received by 9 AIs (compared with 20 complaints against 8 DCAs received by 8 AIs in H2 2025). The incidence of complaints per 1,000 accounts assigned increased from an average of 0.04 in H2 2025 to 0.05 in H1 2026. Three complaints were lodged by unrelated third parties in H1 2026. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H1 2026.

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,

Kenneth Hui
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 – H1/2026

Table 1: Number of AIs using DCA services

	H1/2026	H2/2025	H1/2025	H2/2024	H1/2024
AIs receiving DCA complaints	9	8	9	12	11
AIs receiving no DCA complaints	24	25	24	21	22
Total	33	33	33	33	33

Table 2: Number of DCAs employed by AIs

	H1/2026	H2/2025	H1/2025	H2/2024	H1/2024
AIs employing 1 – 5 DCAs	32	30	30	30	31
AIs employing 6 – 10 DCAs	1	3	3	3	2
AIs employing 11 – 15 DCAs	0	0	0	0	0
Total	33	33	33	33	33

Table 3: Incidence of DCA complaints

	H1/2026	H2/2025	H1/2025	H2/2024	H1/2024
DCA complaints received (A)	28	20	32	34	28
Accounts assigned (B)	518,181	568,603	545,893	548,531	436,770
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.05	0.04	0.06	0.06	0.06

Table 4: Status of complainants

	H1/2026	H2/2025	H1/2025	H2/2024	H1/2024
Debtors	25	18	30	27	25
Referees	0	0	0	0	0
Family members/friends	0	0	0	2	0
Unrelated third parties	3	2	2	5	3
Total	28	20	32	34	28