Annex I

Table 1: Number of complaints involving the use of pre-payment mode of consumer transaction

Year	Beauty care	Fitness and/or yoga centre	Travel club membership	Tele-communications	General merchandise	Catering (including cake/soup coupons)	Wedding /banquet	Others
2009								
2010								
2011 (the first quarter)								

Table 2: Prepaid amounts involved in the complaints

Year	Beauty care	Fitness and/or yoga centre	Travel club membership	Tele-communications	General merchandise	Catering (including cake/soup coupons)	Wedding /banquet	Others
2009								
2010								
2011 (the first quarter)								