

Appendix

Relevant complaint statistics in the past three years of five industries which are more frequently involved in pre-payment mode of consumption (bracketed figures denote the amount of money involved)

Year	Beauty and slimming services	Fitness and yoga centres	Travel club membership	Tele-communications services	Wedding planning services
2010	568 (\$11,963,511)	775 (\$9,326,528)	74 (\$2,491,019)	6,476 (\$7,848,491)	15 (\$99,551)
2011	606 (\$16,516,993)	637 (\$9,716,523)	55 (\$3,496,868)	5,251 (\$5,504,065)	37 (\$285,884)
2012	695 (\$53,401,224)	350 (\$6,291,096)	79 (\$4,741,329)	5,196 (\$5,262,879)	5 (\$68,200)
2013 (First Quarter)	165 (\$2,851,162)	89 (\$1,454,395)	8 (\$538,898)	1,227 (\$1,849,825)	7 (\$105,148)