

**The number and handling of complaints
received from July 19, 2013 to February 28, 2015
by the Customs and Excise Department involving
aggressive commercial practices of financial companies
providing property mortgage and property re-financing services, and
by the Consumer Council involving
sales practices and price disputes of financial companies
providing property mortgage and property re-financing services**

	Customs and Excise Department	Consumer Council
Total number of complaints ((A) + (B) + (C))	11	88 ^{Note 1}
(A) Number of cases pursued		
- Number of cases investigated	1 ^{Note 2}	Not applicable
- Number of cases referred to other authorities	3	Not applicable
- Number of cases conciliated	Not applicable	56
(B) Number of cases that are not pursuable / require no further action and closed ^{Note 3}	7	22
(C) Number of cases still in progress	0	10

Note 1: The Consumer Council does not further categorise the complaint cases by whether duping, coercion, bait or unlawful detention is involved.

Note 2: The Customs and Excise Department has upon investigation found that no offence is involved.

Note 3: Reasons that cases are not pursuable / require no further action include: the complainant only sought to put their cases on record, the complainants were unable to provide sufficient information on the cases, the cases fell outside the relevant agency's jurisdiction, the cases lacked justifications, the cases did not involve any offences, etc.