

**Number of Complaints
Involving Uncompleted Properties Outside Hong Kong
Received by Different Departments / Organisations**

(1) Estate Agents Authority –

Year	Country/Region Involved (Number of cases)	Total	Amount of Loss Involved (\$ million)
2016	Mainland (1) Australia (3) United Kingdom (13) United States (1)	18	No statistics on the amount of money involved in the complaint cases
2017	Mainland (1) United Kingdom (8)	9	
2018	Mainland (2) Australia (1) Canada (1) Thailand (2) United Kingdom (4)	10	
2019	Mainland (1) Malaysia (1) Thailand (2) United Kingdom (2)	6	
2020	Mainland (36) Australia (1) Thailand (26) United Kingdom (1)	64	

(2) Consumer Council –

Year	Country/Region Involved (Number of cases)	Total	Amount of Loss Involved (\$ million)
2016	Mainland (1) Australia (1) Thailand (1) United Kingdom (9)	12	1.94
2017	Australia (5)	16	5.06

Year	Country/Region Involved (Number of cases)	Total	Amount of Loss Involved (\$ million)
	Malaysia (1) Thailand (3) United Kingdom (7)		
2018	Australia (2) Malaysia (1) Thailand (3) United Kingdom (5)	11	1.58
2019	Mainland (12) Australia (3) Canada (1) Malaysia (1) Singapore (1) Thailand (3) United Kingdom (3)	24	4.36
2020	Mainland (5) Australia (3) Malaysia (2) Thailand (29) United Kingdom (7)	46	16.13

(3) Customs and Excise Department –

Year	Country/Region Involved (Number of cases)	Total	Amount of Loss Involved (Note) (\$ million)
2016	Australia (1) Malaysia (1) Thailand (1)	3	0.28
2017	United Kingdom (1)	1	0.29
2018	Thailand (1)	1	1.79
2019	Albania (1)	1	Not provided
2020	Australia (1) Thailand (22) United Kingdom (2)	25	0.60

Note: Some of the complainants did not provide the amount of money involved.

(4) Police –

Year	Country/Region Involved (Number of cases)	Total	Amount of Loss Involved (\$ million)
2016	(Note)		
2017			
2018	Myanmar (1) United Kingdom (1)	2	160.15
2019	Mainland (2)	2	0.88
2020	Mainland (1) Myanmar (1) Republic of Palau (1) United Kingdom (1)	4	21.65

Note: The Police has been maintaining the statistics of non-local property investment deception cases received since 2018.

Apart from those listed above, the five Mainland Offices of the Hong Kong Special Administrative Region Government also received assistance cases relating to property transactions in the Mainland. However, there is no information on whether the assistance cases involved uncompleted properties. Besides, the Securities and Futures Commission also received complaints on alleged collective investment schemes involving non-local real estate projects. However, there is again no information on whether the complaints involved uncompleted properties.