

Numbers of Complaints against EAs Placing FDHs from 2013 to 2015

	2013	2014	2015
Overcharging FDHs commission	120	114	102
Unlicensed operation	43	8	32
*Others	31	48	42
Total	194	170	176

* Other complaints were related to the service quality of EAs, service fees, replacement of FDHs, etc.