

Annex 1

Breakdown of complaints involving FDH-EAs by the contravention of Part XII of EO and EAR received in 2020 and 2021

Nature of complaints	2020	2021
(i) Failing to maintain the prescribed records	-	-
(ii) Operating the EA at a place other than that specified in the licence	-	-
(iii) Failing to notify LD within the statutory time limit of the change in management and address	-	-
(iv) Overcharging of placement fee from job seekers	53	31
(v) Unlicensed operation	29	31
(vi) Furnishing to the Commissioner any information in connection with any application for renewal of the licence which he knows or reasonable ought to know to be false or misleading in any material particular	-	-
(vii) Failing to display licence or the Schedule which stipulates the maximum commission which may be charged by an EA from a job seeker	-	-
Total	82	62