

Table 3.2

**Written enquiries received by the Public Enquiries
Unit, 2016–18**

Enquiries	2016	2017	2018
Request	267	303	348
Clarification	1,512	2,158	2,712
Complaint	3,385	4,535	5,375
Total	5,164	6,996	8,435

SOURCE: Banking Supervision Department.