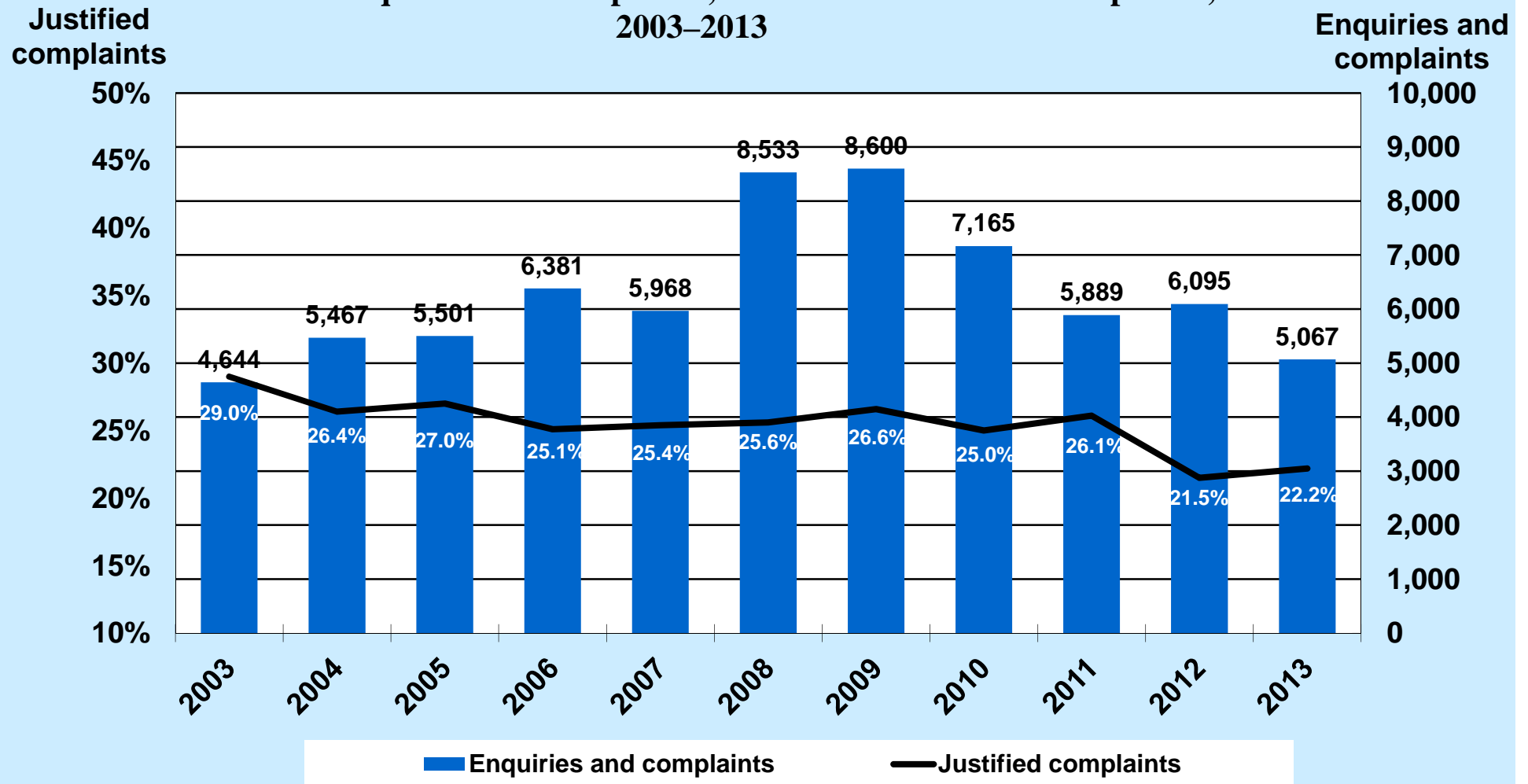


Figure 2.1
Number of Enquiries and Complaints, and Ratio of Justified Complaints,
2003–2013



SOURCE: Banking Supervision Department.