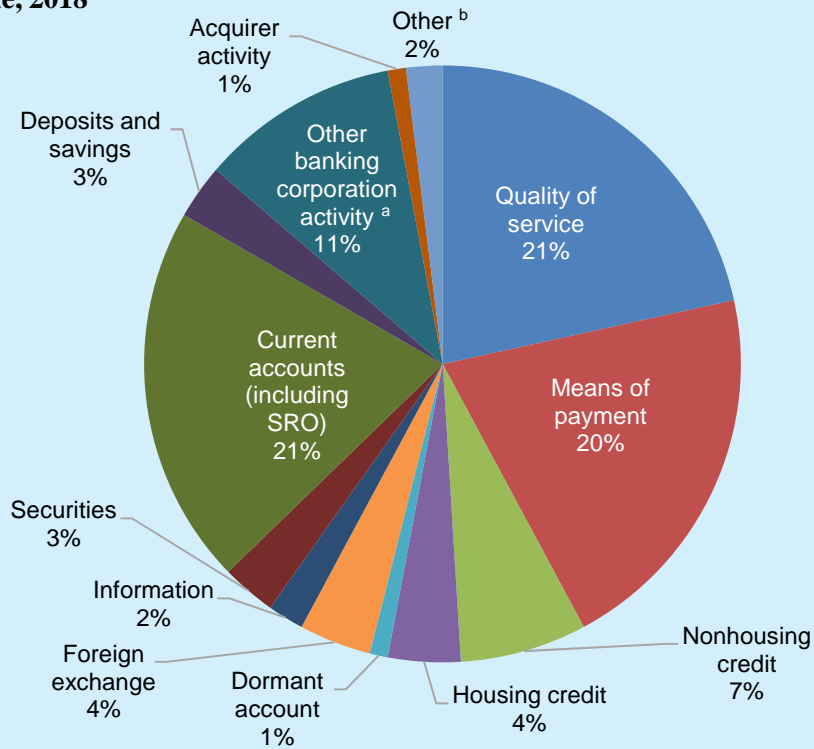


Figure 3.2
Distribution of Complaints for which Handling was Completed, by Issue, 2018



^a Other banking activity: Debt collection, estate distribution, executing lawful orders, reporting to credit data companies, and more.

^b Other: Enquiries regarding activities or entities that are not under the authority of the Public Enquiries Unit, such as regarding Postal Bank activities, insurance companies, provident and pension funds, or enquiries that do not concern bank-customer relations.

SOURCE: Banking Supervision Department.