

**Table 1**  
**Summary of the Public Enquiry Unit's Activity, 2013–16**

	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Number of enquiries received by telephone	21,450	20,346	17,963	About 18,000
Number of enquiries and complaints received in writing	5,067	5,555	5,080	5,360
Number of enquiries sent to the banking corporation for handling in accordance with Proper Conduct of Banking Business Directive 308A	Not relevant	Not relevant	1,212	1,655