
Table 2.1

Summary of the Public Enquiry Unit's activity, 2013–15

| | 2013 | 2014 | 2015 |
|---|--------------|-------------|-------------|
| Number of enquiries received by telephone | 21,450 | 20,346 | 17,963 |
| Number of enquiries and complaints received in writing | 5,067 | 5,555 | 5,091 |
| Number of enquiries sent to the banking corporation for handling in accordance with Proper Conduct of Banking Business Directive 308A | Not relevant | No relevant | 1,239 |
