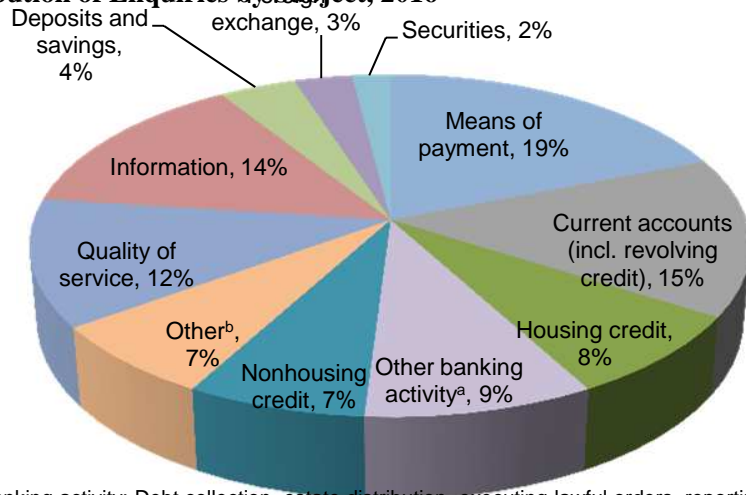


**Figure 2**  
**Distribution of Enquiries by Subject, 2016**



<sup>a</sup> Other banking activity: Debt collection, estate distribution, executing lawful orders, reporting to credit data agencies, and more.

<sup>b</sup> Other: Enquiries regarding activity or entities that are not under the jurisdiction of the Public Enquiries Unit—including enquiries concerning the Postal Bank, insurance companies, provident and pension funds—and enquiries that do not concern bank-customer relations.

SOURCE: Banking Supervision Department.