

**Table 2.1**  
**Activities of the Public Enquiries and Bank Fees Unit, 2013 Compared with 2012**

	<b>2012</b>	<b>2013</b>
Enquiries and complaints handled by the unit	22,459	26,517
<i>of which:</i>		
Telephone enquiries and complaints	16,045	21,450
Written enquiries and complaints	6,095	5,067
Written complaints	1,253	1,549
Written complaints regarding which a position was taken	898	1,131
Justified complaints as a share of those regarding which a position was taken	21.5%	22.2%