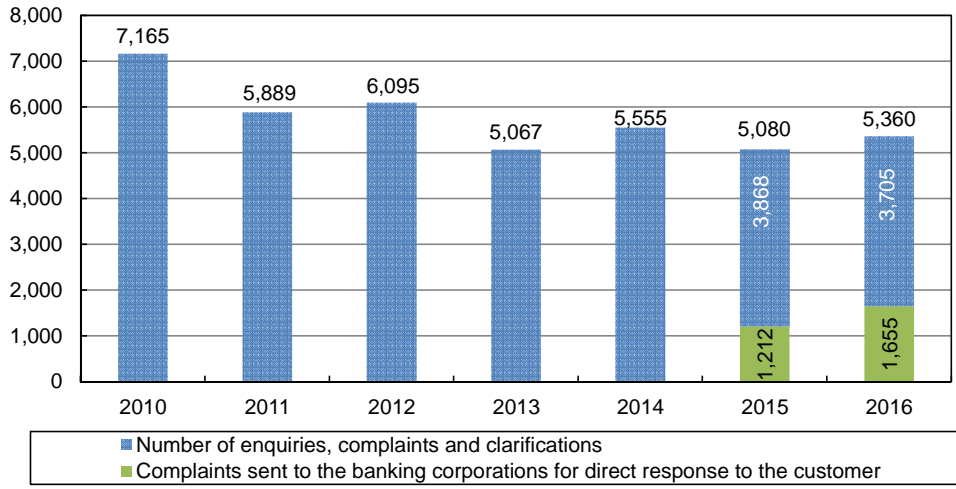


Figure 1
Number of Enquiries and Complaints, 2010–16



SOURCE: Banking Supervision Department.