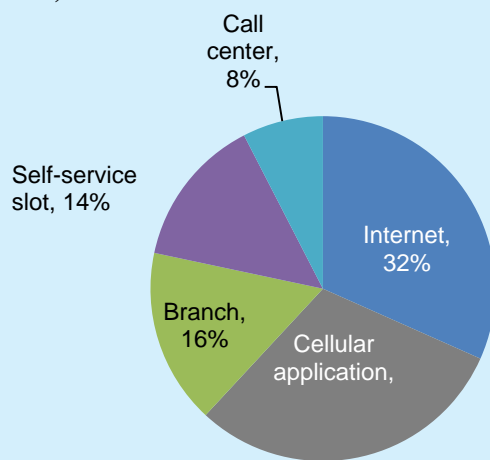


Figure 2.6
Percentage of Enquiries Identified in Each Channel as a Share of Total Identified Enquiries on All Channels, Total Banking System, 2016^a



^a The figures relate to the last three quarters of 2016.
SOURCE: Based on reports to the Banking Supervision Department.