

Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints

Levy income

(Source: TIC)

| | | | |
|---|---------------------------------|---------------------------|--------|
| - | March 2013 / March 2012 | HK\$1,910,921 / 1,974,712 | -3.2% |
| - | Jan - Mar 2013 / Jan - Mar 2012 | HK\$5,454,533 / 4,517,752 | +20.7% |

Inbound arrivals

(Source: HKTB)

| | | |
|---|---|-----------------------|
| - | Total arrivals in February 2013 / February 2012 | 4,022,120 / 3,371,202 |
| | Difference: | +19.3% |
| - | Total arrivals in Jan - Feb 2013 / Jan - Feb 2012 | 8,655,046 / 7,513,244 |
| | Difference: | +15.2% |

- Arrivals from individual markets in February 2013:

| | <u>No. of visitors</u> | <u>Compared with 2012</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 3,132,415 | +36.4% | 77.9% |
| Taiwan | 183,751 | +13.0% | 4.6% |
| South Korea | 90,724 | -18.1% | 2.3% |
| Japan | 72,221 | -41.0% | 1.8% |
| Macau | 68,056 | +14.6% | 1.7% |
| USA | 67,851 | -21.7% | 1.7% |
| Philippines | 45,117 | -24.5% | 1.1% |

- Arrivals from individual markets in Jan - Feb 2013:

| | <u>No. of visitors</u> | <u>Compared with 2012</u> | <u>Market share</u> |
|----------------|------------------------|-------------------------------|-------------------------|
| Mainland China | 6,658,597 | +23.3% | 76.9% |
| Taiwan | 349,600 | +2.6% | 4.0% |
| South Korea | 202,813 | -8.3% | 2.3% |
| Japan | 163,290 | -24.5% | 1.9% |
| USA | 159,273 | -7.8% | 1.8% |
| Macau | 139,345 | +9.3% | 1.6% |
| Philippines | 97,587 | -7.0% | 1.1% |

Mainland inbound tour group registration

(Source: TIC)

| | | | |
|---|---------------------------------|-----------------|-------|
| - | March 2013 / March 2012 | 12,281 / 12,034 | +2.1% |
| - | Jan - Mar 2013 / Jan - Mar 2012 | 31,438 / 29,795 | +5.5% |

Air ticket sales

(Source: IATA)

Total billing:

| | | |
|---|----------------|--------------------|
| - | March 2013 | HK\$ 2,160 million |
| - | March 2012 | HK\$ 2,163 million |
| | Difference: | -0.1% |
| - | Jan - Mar 2013 | HK\$ 6,028 million |
| - | Jan - Mar 2012 | HK\$ 5,477 million |
| | Difference: | +10.1% |

No. of transactions:

| | | |
|---|----------------|-----------|
| - | March 2013 | 588,615 |
| - | March 2012 | 593,750 |
| | Difference: | -0.9% |
| - | Jan - Mar 2013 | 1,597,546 |
| - | Jan - Mar 2012 | 1,493,889 |
| | Difference: | +6.9% |

Complaints

(Source: TIC)

Outbound travellers:

| | | | |
|---|---------------------------------|-----------------------------------|--------|
| - | March 2013 / March 2012 | 43 / 56 | -23.2% |
| | | (14 referred by Consumer Council) | |
| - | Jan - Mar 2013 / Jan - Mar 2012 | 136 / 196 | -30.6% |
| | | (34 referred by Consumer Council) | |

Inbound travellers:

| | | | |
|---|---------------------------------|---|--------|
| - | March 2013 / March 2012 | 24 / 20 | +20.0% |
| | | (ALL CHN / 18 CHN 2 OTH) | |
| | | (8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board) | |
| - | Jan - Mar 2013 / Jan - Mar 2012 | 92 / 65 | +41.5% |
| | | (90 CHN 2 SEA / 63 CHN 2 OTH) | |

