



No. of transactions:

-	1 - 15 February 2015	326,366
-	1 - 15 February 2014	195,125
	Difference:	+67.3%
-	1 Jan - 15 Feb 2015	1,012,771
-	1 Jan - 15 Feb 2014	740,565
	Difference:	+36.8%

### **Complaints**

*(Source: TIC)*

Outbound travellers:

-	February 2015 / February 2014	47 / 52	-9.6%
		(14 referred by Consumer Council)	
-	Jan - Feb 2015 / Jan - Feb 2014	108 / 113	-4.4%
		(34 referred by Consumer Council)	

Inbound travellers:

-	February 2015 / February 2014	26 / 22	+18.2%
		(25 CHN 1 OTH / ALL CHN)	
		(3 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)	
-	Jan - Feb 2015 / Jan - Feb 2014	49 / 37	+32.4%
		(48 CHN 1 OTH / ALL CHN)	

### **Enquiries**

*(Source: TIC)*

Outbound travellers:

-	February 2015 / February 2014	224 / 279	-19.7%
-	Jan - Feb 2015 / Jan - Feb 2014	425 / 759	-44.0%

Inbound travellers:

-	February 2015 / February 2014	62 / 101	-38.6%
		(61 CHN 1 SEA / 99 CHN 2 SEA)	
		(2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	
-	Jan - Feb 2015 / Jan - Feb 2014	137 / 150	-8.7%
		(135 CHN 1 SEA 1 OTH / 148 CHN 2 SEA)	

### **Requests for assistance**

*(Source: TIC)*

Outbound travellers:

-	February 2015 / February 2014	72 / 111	-35.1%
-	Jan - Feb 2015 / Jan - Feb 2014	151 / 257	-41.2%

