

## Categories of complaints

Categories of complaints		29-4-2013 to 31-12-2013	1-1-2014 to 31-12-2014	1-1-2015 to 31-12-2015	1-1-2016 to 31-12-2016	1-1-2017 to 31-12-2017	1-1-2018 to 31-12-2018	1-1-2019 to 31-12-2019
(a)	Sales Brochure	4	10	12	9	6	16	22
(b)	Price List	1	1	0	4	1	1	0
(c)	Sales Arrangement	14	10	6	6	5	2	3
(d)	Show Flat	0	0	0	2	1	0	1
(e)	Viewing of Completed Residential Properties	0	5	1	0	0	0	0
(f)	Preliminary Agreement for Sale and Purchase (PASP) and/or Agreement for Sale and Purchase (ASP)	1	0	1	0	0	0	0
(g)	Register of Transactions	1	1	0	1	0	0	0
(h)	Advertisement	2	6	15	27	7	7	12
(i)	Website	1	0	0	0	0	0	0
(j)	Misrepresentation and/or Dissemination of False or Misleading Information	6	15	9	10	6	9	20
(k)	Others	5	24	8	11	5	7	9
	Total	35	72	52	70	31	42	67

## Categories of complaints (Con't)

Categories of complaints		1-1-2020 to 31-12-2020	1-1-2021 to 31-12-2021	1-1-2022 to 31-12-2022	1-1-2023 to 31-12-2023	1-1-2024 to 31-12-2024	1-1-2025 to 31-12-2025	Accumulative Total
(a)	Sales Brochure	3	5	9	2	5	8	111
(b)	Price List	2	2	2	1	1	1	17
(c)	Sales Arrangement	3	5	6	2	2	6	70
(d)	Show Flat	0	1	0	2	1	0	8
(e)	Viewing of Completed Residential Properties	0	0	0	0	0	0	6
(f)	Preliminary Agreement for Sale and Purchase (PASP) and/or Agreement for Sale and Purchase (ASP)	0	0	0	0	0	0	2
(g)	Register of Transactions	0	0	0	1	0	1	5
(h)	Advertisement	6	10	5	5	7	7	116
(i)	Website	0	0	0	0	0	0	1
(j)	Misrepresentation and/or Dissemination of False or Misleading Information	8	4	94	16	25	8	230
(k)	Others	10	13	20	45	23	20	200
	Total	32	40	136	74	64	51	766