

## 查询及投诉数字

|    | 29-4-2013<br>至<br>31-12-2013 | 1-1-2014<br>至<br>31-12-2014 | 1-1-2015<br>至<br>31-12-2015 | 1-1-2016<br>至<br>31-12-2016 | 1-1-2017<br>至<br>31-12-2017 | 1-1-2018<br>至<br>31-12-2018 | 1-1-2019<br>至<br>31-12-2019 |
|----|------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 查询 | 1 153                        | 1 315                       | 1 245                       | 1 263                       | 1 144                       | 1 031                       | 1 079                       |
| 投诉 | 35                           | 72                          | 52                          | 70                          | 31                          | 42                          | 67                          |

|    | 1-1-2020<br>至<br>31-12-2020 | 1-1-2021<br>至<br>31-12-2021 | 1-1-2022<br>至<br>31-12-2022 | 1-1-2023<br>至<br>31-12-2023 | 1-1-2024<br>至<br>31-12-2024 | 1-1-2025<br>至<br>30-6-2025 | 累计总数   |
|----|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|--------|
| 查询 | 1 030                       | 975                         | 1 007                       | 911                         | 968                         | 504                        | 13 625 |
| 投诉 | 32                          | 40                          | 136                         | 74                          | 64                          | 19                         | 734    |