

Summary of the Half-yearly Report of the Consumer Legal Action Fund (1 April 2025 to 30 September 2025)

Introduction

This is a report on the financial status of the Fund and the progress of assisted cases for the period from 1 April 2025 to 30 September 2025.

Finance

Total income: HK\$415,000

Total expenditure: HK\$1,155,000

Total accumulated fund (as at 30 September 2025): HK\$18,770,000

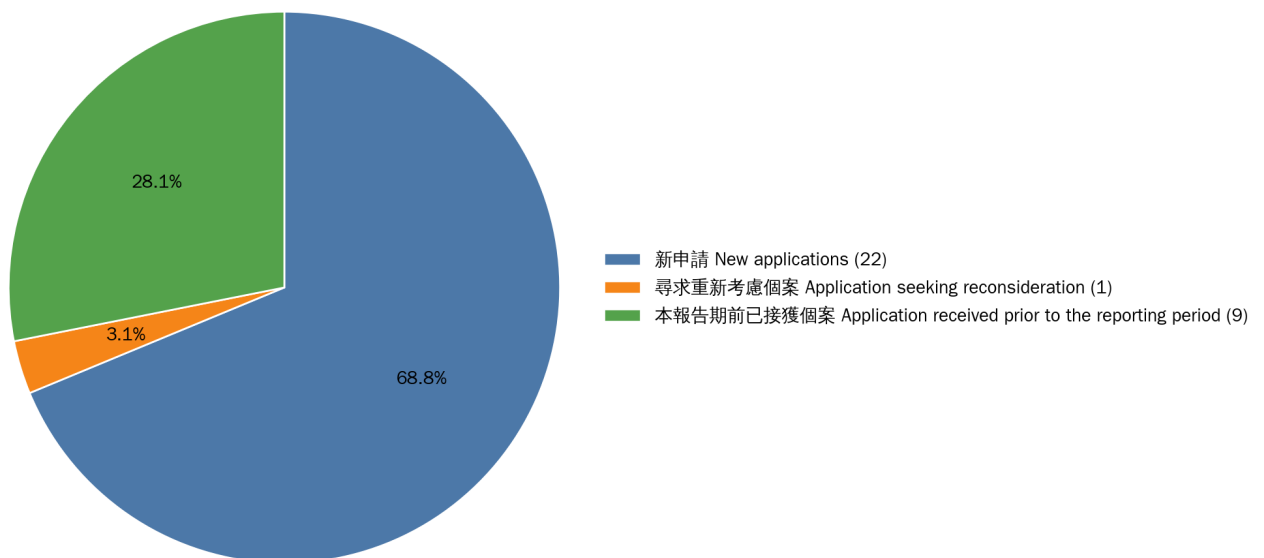
Overview

By Application Type

New applications: 22

Application seeking reconsideration: 1

Application received prior to the reporting period: 9



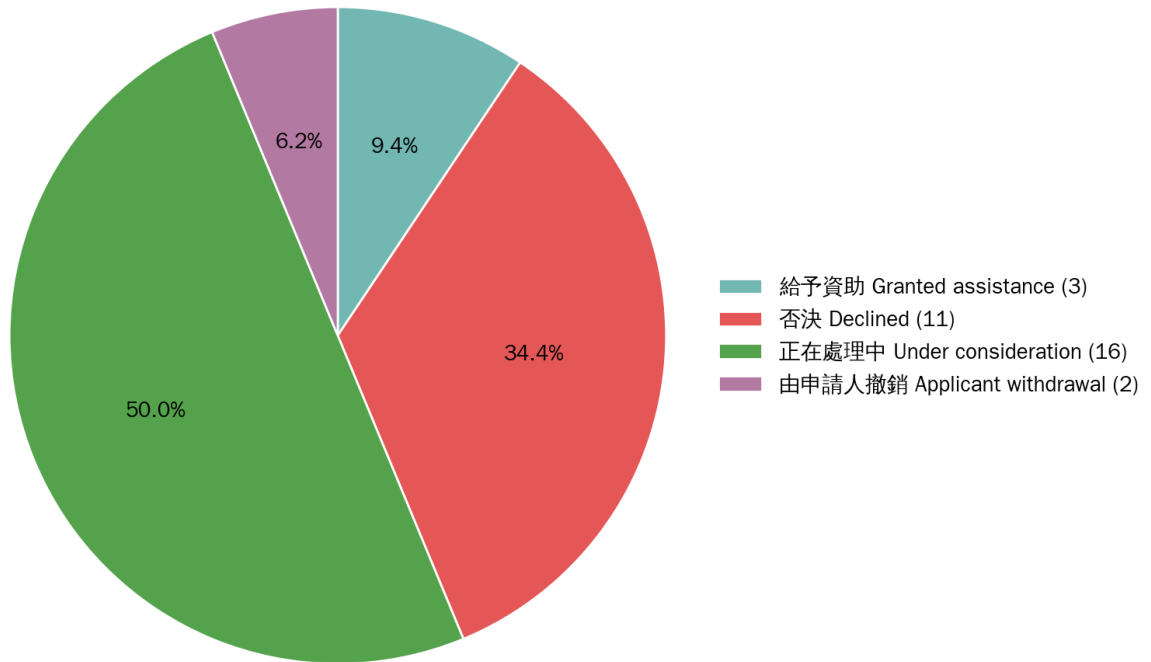
By Outcome

Granted assistance: 3

Declined: 11

Under consideration: 16

Applicant Withdrawn: 2



Cases Carried Over from Previous Year

	Case Category	Summary	Progress of Cases
1	Beauty Services	The assisted consumer was induced to purchase 9 beauty treatment packages as a result of unscrupulous trade practices.	Case concluded (Settlement reached)
		The assisted consumer entered into various treatment plans as a result of unscrupulous trade practices.	Legal action commenced
		The assisted consumer purchased a prepaid package comprising 22 beauty treatment sessions as a result of unscrupulous trade practices.	Legal action commenced
2	Continuous Positive Airway Pressure Device	The assisted consumer claimed that the use by her spouse of a recalled device caused his death.	Assistance terminated
3	Financial Services	The assisted consumers lodged a Small Claims Tribunal claim over late payment interest under a credit card instalment payment plan. The claim was unsuccessful, and they subsequently appealed.	Case concluded (Appeal concluded)
		The assisted consumer sustained loss in investing in London Gold as a result of the breach of duty and contractual obligation by the trader.	Case in progress (favourable judgment obtained)
		The assisted consumer suffered loss due to suspected fraud perpetrated by a trader purporting to offer gold trading services.	Legal action commenced
4	Fitness Services	The assisted consumer entered into 2 personal training plans as a result of unfair trade practices and unconscionable conduct. The trader subsequently failed to provide services.	The assisted consumer withdrew the application
5	Immigration Consultancy Services	The trader breached its contractual and common law duties of care towards assisted consumers, rendering them unable to proceed with the immigration process.	Case concluded (favourable judgment obtained)
		The trader breached its contractual and common law duties of care, rendering the assisted consumer's immigration application unsuccessful.	Legal action commenced
		The trader breached its contractual and common law duties of care, rendering the assisted consumers' immigration application unsuccessful.	Legal action commenced

6	Legal Services	The law firm breached its duties towards the assisted consumers, causing them to suffer loss as a result of the loss of priority in the charging order obtained over the judgment debtor's property.	Case in progress (Settlement reached)
7	Medical Beauty Services	The assisted consumer sustained injuries as a result of breast implant surgery and related treatments carried out by a medical practitioner in breach of the duties of care.	Legal action commenced
8	Purchase of Residential Property	The living room's window was reduced from full size, per the sales brochure and representations, to half size.	Scope of assistance extended.
		The estate agent breached its duties to pass on property information to the assisted consumers at time of entering into a preliminary agreement to purchase, which could affect their ability to obtain a mortgage, resulting in their decision to withdraw from the purchase; an unlicensed staff was also involved throughout the sales process.	Case in progress
9	Residential Renovation Works	The assisted consumer was engaged in a dispute with the trader concerning quality and delay in residential renovation works at his property.	Legal action commenced
10	Wedding Event Planning Services	(5 cases) The assisted consumers were induced to purchase wedding service packages as a result of misrepresentations and unscrupulous trade practices.	Legal action commenced
11	Time-sharing Scheme	The assisted consumer was induced to execute 3 vacation club membership agreements by unconscionable and unfair tactics adopted by the trader.	Case in progress (favourable judgment obtained)
		The assisted consumer was induced into entering a membership agreement and/or membership upgrade as a result of unconscionable and unfair sales practices.	Legal action commenced

Newly Assisted Cases

	Case Category	Summary	Assessment and Progress
1	Beauty Services	The assisted consumer purchased prepaid packages of breast	The case involved sufficient legal merits and significant consumer interest; Solicitors

		enhancement treatments as a result of unscrupulous trade practices.	have been instructed to provide assistance.
2	Immigration Consultancy Services	The trader breached its contractual and common law duties of care, rendering the assisted consumer's immigration application unsuccessful.	The case involved sufficient legal merits and significant consumer interest; Solicitors have been instructed to provide assistance.
3	Medical Beauty Services	The assisted consumer sustained injuries at the back of her left ear as a result of laser treatments performed by the trader.	The case involved sufficient legal merits and significant consumer interest; the Fund was in the process of instructing solicitors.