

Complaint Statistics For the Year 1996 To 1998 (In order of the number of complaints)

CLASS	1996	1997	1998	% CHANGE
VIDEO CLUB	142	155	5,197	+3,253%
CAKE COUPON	3	7	2,681	+38,200%
ELECTRICAL APPLIANCE	1,455	1,813	2,171	+20%
PROPERTY	649	789	1,300	+65%
TELECOMMUNICATION NETWORK	401	563	1,010	+79%
TRAVEL AGENT	845	861	969	+13%
FURNITURE & FIXTURE	754	994	824	-17%
FOOD & DRINK	320	497	716	+44%
PHOTOGRAPHIC EQUIPMENT	325	386	643	+67%
MISCELLANEOUS SERVICES	83	192	602	+214%
COMPUTER	349	379	554	+46%
FINANCIAL SERVICE	297	341	533	+56%
CLOTHING & APPAREL	356	415	478	+15%
LAUNDRY	350	319	364	+14%
FURTHER EDUCATION SERVICE	186	247	352	+43%
RESTAURANT	140	265	343	+29%
MODELLING/SINGER	203	599	290	-52%
AUTOMOBILE	91	136	273	+101%
DRUG & CHINESE HERBAL MEDICINE	196	221	254	+15%
JEWELLERY	170	146	222	+52%
PARKING SERVICE	29	34	219	+544%

RECREATION/HEALTH CLUBS	22	31	215	+594%
INSURANCE	80	104	206	+98%
PUBLIC UTILITIES	82	75	205	+173%
DOMESTIC APPLIANCE	151	159	180	+13%
MISCELLANEOUS GOODS	84	304	177	-42%
PUBLIC TRANSPORT	38	74	158	+114%
PHOTO TAKING/FINISHING	91	85	148	+74%
BOOK/MAGAZINE/NEWSPAPER	47	42	132	+214%
BROADCASTING SERVICE	30	34	117	+244%
WATCH & CLOCK	73	77	104	+35%
PERSONAL CARE PRODUCTS	36	42	97	+131%
BEAUTY SALOON	53	97	94	-3%
EMPLOYMENT AGENCY	82	83	93	+12%
MEDICAL SERVICE	47	51	86	+69%
OPTICAL	106	96	83	-14%
SCHOOL MATTERS	20	34	65	+91%
STATIONARY & OFFICE EQUIPMENT	25	37	58	+57%
HAIR DRESSING	28	34	58	+71%
BABY PRODUCT	51	50	54	+8%
RECORD & TAPE	33	43	52	+21%
FUEL	34	26	49	+88%
LAWYER	7	37	47	+27%
SPORTING GOOD	29	298	33	-89%
OLD-AGE AFFAIRS	10	12	33	+175%

LOCAL REMOVAL SERVICE	35	33	32	-3%
EMMIGRATION CONSULTANT	9	15	29	+93%
CINEMA/THEATRE	19	51	28	-45%
PET	27	23	21	-9%
MUSICAL INSTRUMENT	8	21	17	-19%
OVERSEAS REMOVAL SERVICE	16	12	16	+33%
OVERSEAS DELIVERY SERVICE	13	7	15	+114%
ARTISTIC COMMODITIES	8	31	12	-61%
MONEY CHANGER	15	11	12	+9%
ADVERTISEMENT	14	19	10	-47%
PUB	15	13	6	-54%
LOCAL RESORT HOUSE	16	6	6	0%
PRIVATE DETECTIVE	4	4	4	0%
FUNERAL SERVICE	3	5	3	-40%
TOTAL	8,805	11,535	22,750	+97%