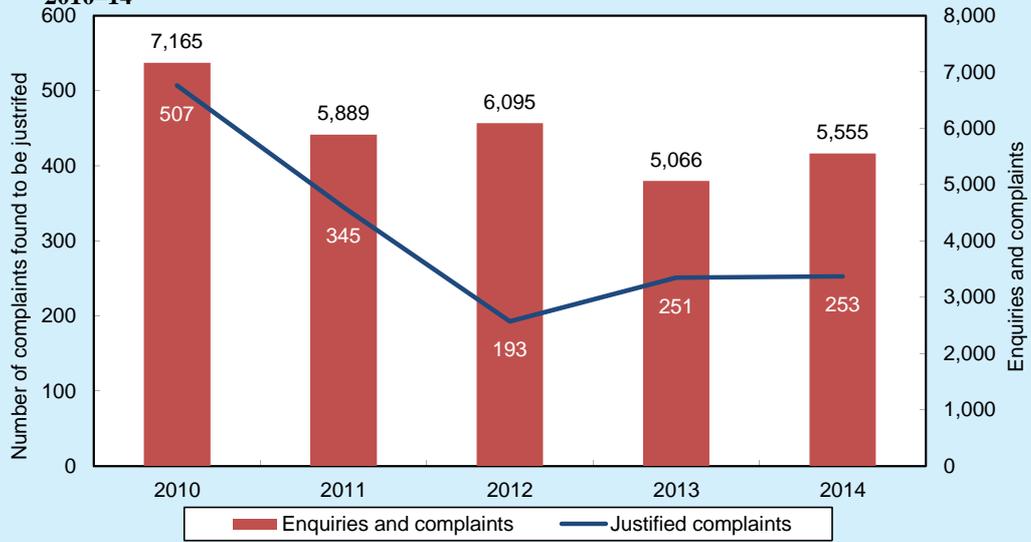


**Figure 2.1**  
**Number of Enquiries and Complaints, and Number of Complaints Found to be Justified,**  
**2010–14**



SOURCE: Banking Supervision Department.