

The numbers of QTS accredited merchant outlets, the complaints received by the HKTB and merchants that received penalty

| <b>Year</b> | <b>Cumulative accredited merchant outlets</b> | <b>Number of complaints</b> | <b>Number of merchants that received penalty points<sup>1</sup></b> | <b>Number of merchants that received warnings</b> | <b>Number of merchants with QTS accreditation terminated<sup>2</sup></b> |
|-------------|-----------------------------------------------|-----------------------------|---------------------------------------------------------------------|---------------------------------------------------|--------------------------------------------------------------------------|
| 2000        | 1 853                                         | 4                           | N/A                                                                 | N/A                                               | 0                                                                        |
| 2001        | 2 073                                         | 67                          | N/A                                                                 | N/A                                               | 0                                                                        |
| 2002        | 2 935                                         | 126                         | N/A                                                                 | N/A                                               | 0                                                                        |
| 2003        | 3 252                                         | 155                         | N/A                                                                 | N/A                                               | 0                                                                        |
| 2004        | 3 623                                         | 292                         | 67                                                                  | 4                                                 | 1                                                                        |
| 2005        | 5 268                                         | 348                         | 111                                                                 | 1                                                 | 0                                                                        |
| 2006        | 6 055                                         | 387                         | 118                                                                 | 0                                                 | 1                                                                        |
| 2007        | 6 562                                         | 416                         | 141                                                                 | 3                                                 | 3                                                                        |
| 2008        | 6 638                                         | 334                         | 107                                                                 | 1                                                 | 0                                                                        |
| 2009        | 7 149                                         | 282                         | 68                                                                  | 0                                                 | 0                                                                        |

1. The penalty point and warning system was introduced in 2004.
2. For severe violation of the QTS Scheme rules, the HKTB can terminate the status of the accredited merchants without warning.