

Annex

Numbers of complaints from members of the public in Hong Kong about purchases of outbound travel products from travel websites received by Travel Agents Registry in past five years

	Cases of complaints	
	Licensed travel agents*	Unlicensed travel agents
2011	0	3
2012	0	0
2013	2	0
2014	4	0
2015	7	0
Total:	13	3

* All licensed travel agents are holders of Hong Kong business registration certificates.