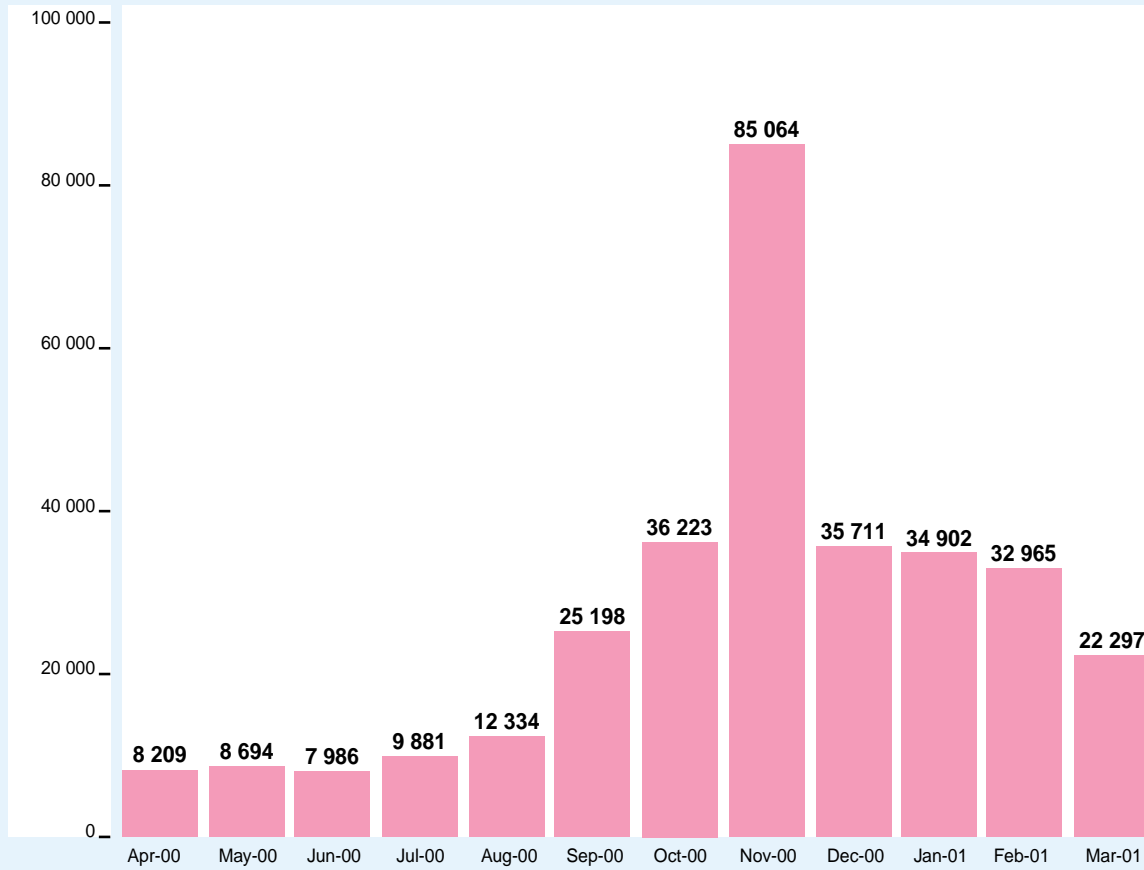


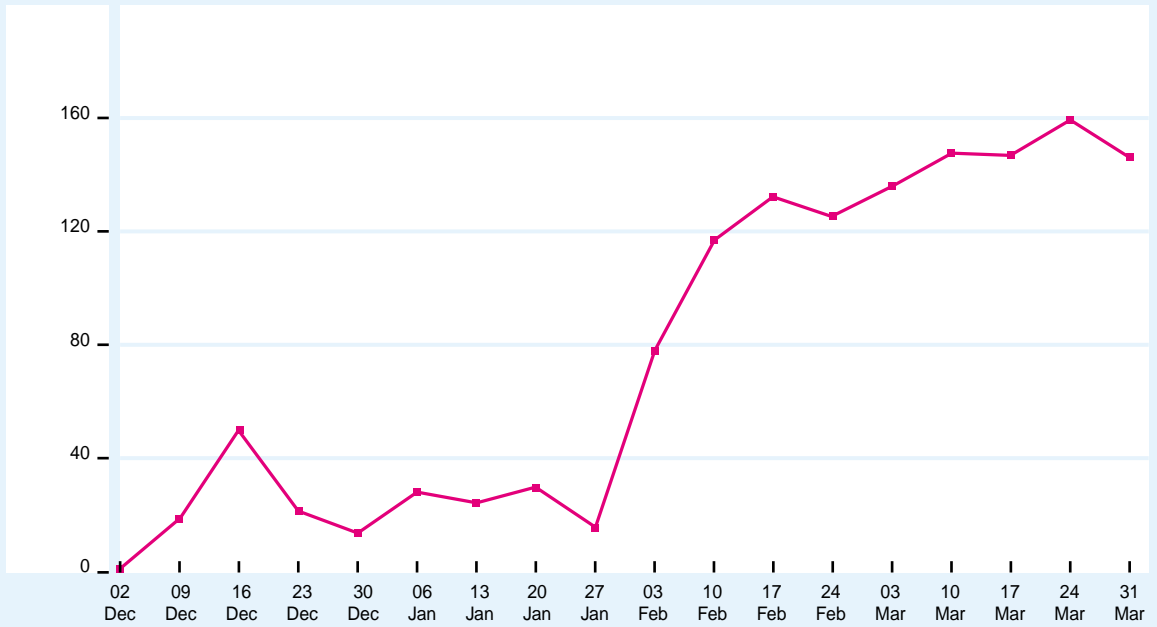
Part D Enquiries and Complaints

1. ENQUIRIES RECEIVED BY MONTH (1/4/2000 – 31/3/2001)



Mode of Enquiries	Apr 00	May 00	Jun 00	Jul 00	Aug 00	Sep 00	Oct 00	Nov 00	Dec 00	Jan 01	Feb 01	Mar 01
Phone	8 018	8 489	7 828	9 740	12 105	24 845	35 785	83 797	35 333	34 618	32 630	22 025
Written	165	168	137	125	197	310	291	1 065	329	239	294	223
Walk-in	26	37	21	16	32	43	147	202	49	45	41	49
Total	8 209	8 694	7 986	9 881	12 334	25 198	36 223	85 064	35 711	34 902	32 965	22 297

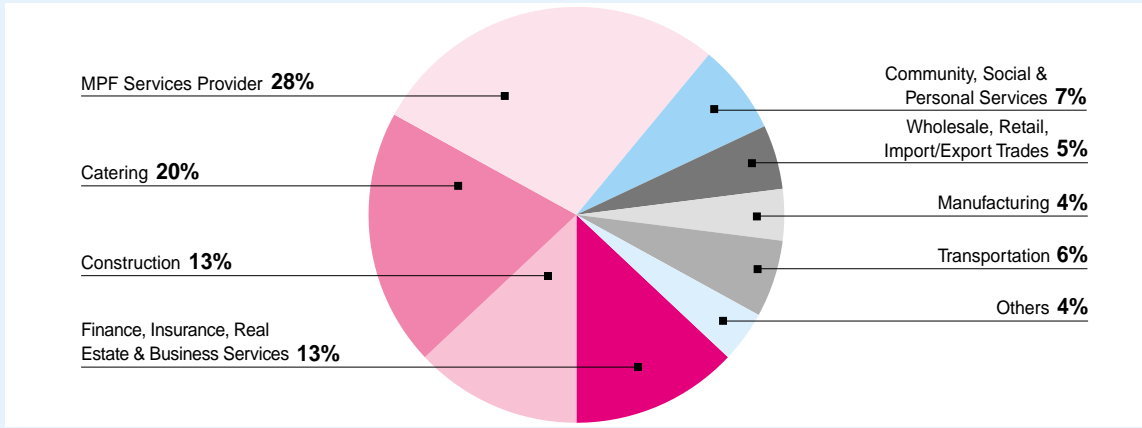
2. COMPLAINTS RECEIVED BY WEEK (1/12/2000 – 31/3/2001)



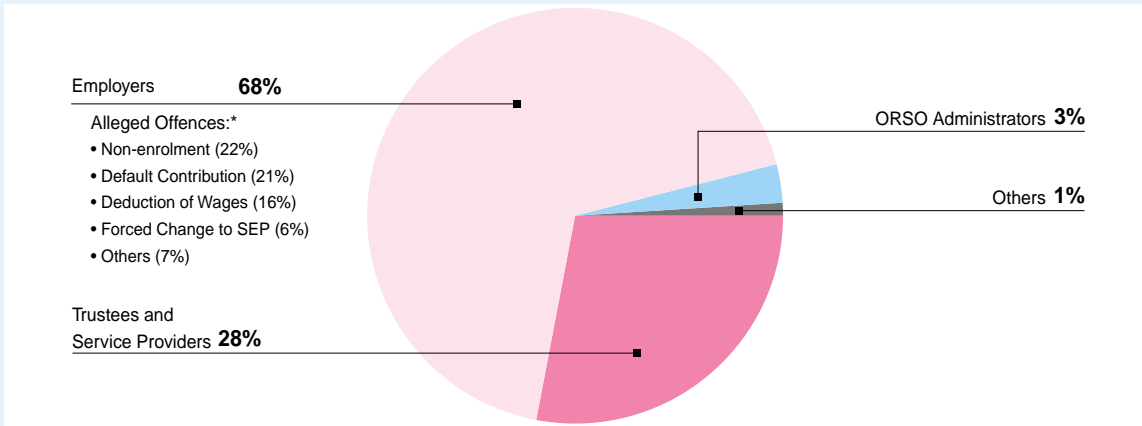
Status of the complaints received (as at 31/3/2001)

Completed	Being handled by MPFA	Being handled by Trustees	Total no. of complaints received
758	505	124	1 387

3. COMPLAINTS RECEIVED BY INDUSTRY OF THE COMPLAINT TARGET (1/12/2000 – 31/3/2001)



4. COMPLAINTS RECEIVED BY TARGET AND NATURE (1/12/2000 – 31/3/2001)



* Multiple selection of complaint category is allowed. As such, the sum of the percentages of individual categories is larger than the percentage of complaint cases related to employers.