<u>Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints</u>

Levy income

(Source: TIC)

| - | March 2012 / March 2011 | HK\$1,974,712 / 1,470,000 | +34.3% |
|---|---------------------------------|---------------------------|--------|
| - | Jan - Mar 2012 / Jan - Mar 2011 | HK\$4,517,752 / 4,181,484 | +8.0% |

Inbound arrivals

(Source: HKTB)

| - | Total arrivals in February 2012 / February 2011 Difference: | 3,371,202 / 2,923,070 +15.3% |
|---|--|---------------------------------|
| - | Total arrivals in Jan - Feb 2012 / Jan - Feb 2011 Difference: | 7,513,244 / 6,521,100 +15.2% |

- Arrivals from individual markets in February 2012:

| No | of visitors | Compared with | Market |
|----------------|-------------|---------------|--------------|
| | | <u>2011</u> | <u>share</u> |
| Mainland China | 2,296,814 | +14.4% | 68.1% |
| Taiwan | 162,578 | -1.9% | 4.8% |
| Japan | 122,338 | +23.0% | 3.6% |
| USA | 86,652 | +21.2% | 2.6% |

- Arrivals from individual markets in Jan - Feb 2012:

| <u>No.</u> | of visitors | Compared with | <u>Market</u> |
|----------------|-------------|---------------|---------------|
| | | <u>2011</u> | share |
| Mainland China | 5,398,392 | +19.7% | 71.9% |
| Taiwan | 340,765 | -2.2% | 4.5% |
| Japan | 216,199 | +1.6% | 2.9% |
| USA | 172,768 | +4.2% | 2.3% |

Mainland inbound tour group registration

(Source: TIC)

- March 2012 / March 2011 12,034 / 7,482 +60.8% - Jan - Mar 2012 / Jan - Mar 2011 29,795/ 20,394 +46.1%

Air ticket sales

(Source: IATA)

Total billing:

March 2012
 March 2011
 Difference:

HK\$ 2,162 million
HK\$ 1,996 million
+8.3%

Jan - Mar 2012 HK\$ 5,477 million
 Jan - Mar 2011 HK\$ 5,114 million
 Difference: +7.1%

No. of transactions:

| - | March 2012 | 593,750 |
|---|-------------|---------|
| - | March 2011 | 588,063 |
| | Difference: | +1.0% |

- Jan - Mar 2012 1,493,889 - Jan - Mar 2011 1,436,439 Difference: +4.0

Complaints

(Source: TIC)

Outbound travellers:

| - | March 2012 / March 2011 | 56 / 111 | -49.5% | |
|---|---------------------------------|-----------------------------------|-------------------|--|
| | | (12 referred by Consumer Council) | | |
| - | Jan - Mar 2012 / Jan - Mar 2011 | 196 / 261 | -24.9% | |
| | | (33 referred by Consumer | Consumer Council) | |

Inbound travellers:

- March 2012 / March 2011

18 / 36 -50.0% (16 CHN 2 OTH / 34 CHN 2 SEA)

(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)

- Jan - Mar 2012 / Jan - Mar 2011

63 / 93

-32.3%

(61 CHN 2 OTH / 90 CHN 2 SEA 1 UK)

Enquiries

(Source: TIC)

Outbound travellers:

- March 2012 / March 2011

410 / 1,158

-64.6%

- Jan - Mar 2012 / Jan - Mar 2011

1,117 / 1,930

-42.1%

Inbound travellers:

- March 2012 / March 2011

30 / 62

-51.6%

(28 CHN 1 OTH 1 UK / 61 CHN 1 SEA)

(9 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)

- Jan - Mar 2012 / Jan - Mar 2011

145 / 148

-2.0%

(135 CHN 2 SEA 1 USA 1 UK 6 OTH / 143 CHN 2 SEA 3 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- March 2012 / March 2011

102 / 457

-77.7%

- Jan - Mar 2012 / Jan - Mar 2011

259 / 710

- 63.5%

Inbound travellers:

- March 2012 / March 2011

17 / 22

-22.7%

(15 CHN 1 SEA 1 OTH/ ALL CHN)

(1 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission, 1 referred by Others)

- Jan - Mar 2012 / Jan - Mar 2011

56 / 71

-21.1%

(54 CHN 1 SEA 1 OTH / 69 CHN 2 SEA)